



## **Performance Management Advisors 8.0**

Cisco Adapter

Deployment Guide

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## Preface

Welcome to the Genesys *Performance Management Advisors 8.0 Cisco Adapter Deployment Guide*. This document describes how to install and configure the Cisco Adapter for Genesys Performance Advisors 8.0.

This document is valid only for 8.0.x releases of this product.

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Note: For versions of this document created for other releases of this product, visit the Genesys Technical Support website, or request the Documentation Library DVD, which you can order by e-mail from Genesys Order Management at [orderman@genesyslab.com](mailto:orderman@genesyslab.com).

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This preface contains the following sections:

- [About Cisco Adapter, page 7](#)
- [Intended Audience, page 8](#)
- [Making Comments on This Document, page 8](#)
- [Contacting Genesys Technical Support, page 8](#)
- [Document History, page 9](#)

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on [page 35](#).

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## About Cisco Adapter

The Cisco Adapter is a data source product for the Advisor Suite in release 8.0. The purpose of the adapter is to pull data from the Cisco environment and publish statistics to Frontline Advisor.

## Intended Audience

This document is primarily intended for technical staff who install, deploy or configure the Advisors suite. It has been written with the assumption that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications
- Network design and operation
- Your own network configurations

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## Document History

### New in Document Version 8.0.001.02

Minor textual and screenshot corrections have been made in this release of this document.

Some re-ordering of content has been made to improve the flow of the information.





## Chapter

# 1

# Cisco Adapter Deployment Overview

This chapter gives an overview of the installation of Cisco Adapter. It contains the following section:

- [Overview, page 11](#)

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## Overview

This gives an overview of how to install Advisors Cisco Adapter in a Windows 2003 Server environment. Note that version numbers in the final release may be different from those in the screen captures shown in this document.

## Installation Summary

In release 8.0.x, Cisco Adapter only works with Frontline Advisor.

An instance of Cisco Adapter will talk to only one instance of Frontline Advisor. For this reason, every Cisco Adapter requires a corresponding, independent Frontline Advisor.

A verified Cisco environment must be ready and available. Credentials with read access to the HDS and AW databases must be available when the Advisors Cisco Adapter Installer is run.

## Prerequisites

The following software must be installed and configured before you install Advisors Cisco Adapter:

- Java Development Kit Installation, version JDK 1.6.
- Microsoft SQL Server 2005

- Frontline Advisor 8.0, installed and ready.

## Installation Contents

The following files are shipped with the Cisco Adapter:

- ACA database script:
  - cc-new-database-`<version>`.sql
- ACA installer:
  - cc-installer-`<version>`.jar
- Files in the Supplemental folder:
  - SetObjectLevelPermissions.sql
- Files in the Migrations folder:
  - cc\_core.sql
  - cc\_core\_init\_data.sql
  - cc\_migration-3.3-to-8.0.sql

## Installation Steps

The installation steps are:

1. “Creating the Cisco Adapter Database” on [page 13](#).
2. “Cisco Adapter Deployment” on [page 21](#).



## Chapter

# 2

## Creating the Cisco Adapter Database

This chapter describes how to create the Cisco Adapter SQL database with Microsoft SQL 2005. It contains the following section:

- [Creating the Database, page 13](#)

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## Creating the Database

The following procedure requires database administrator permissions. If, due to security restrictions, administrator or security administrator access cannot be granted, the local DBA should implement the steps described in this section.

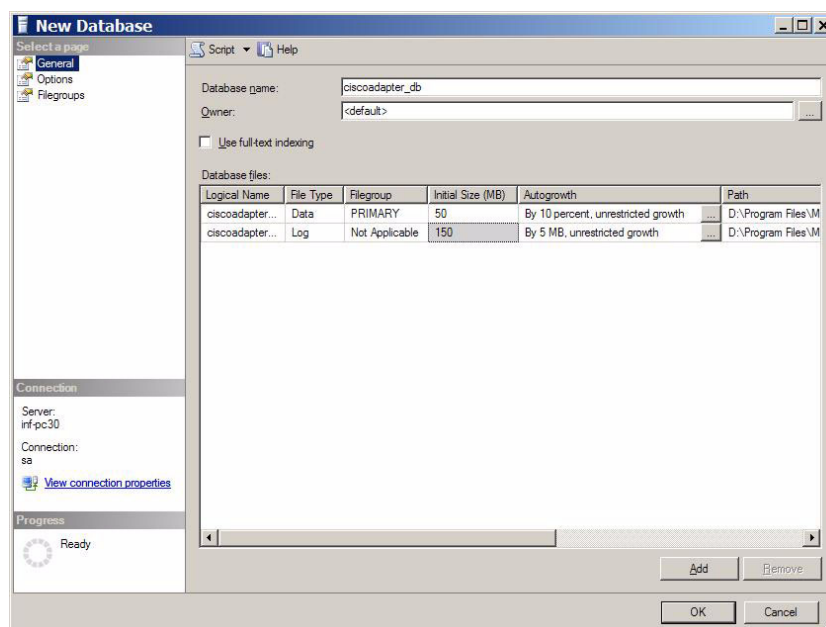
### Procedures

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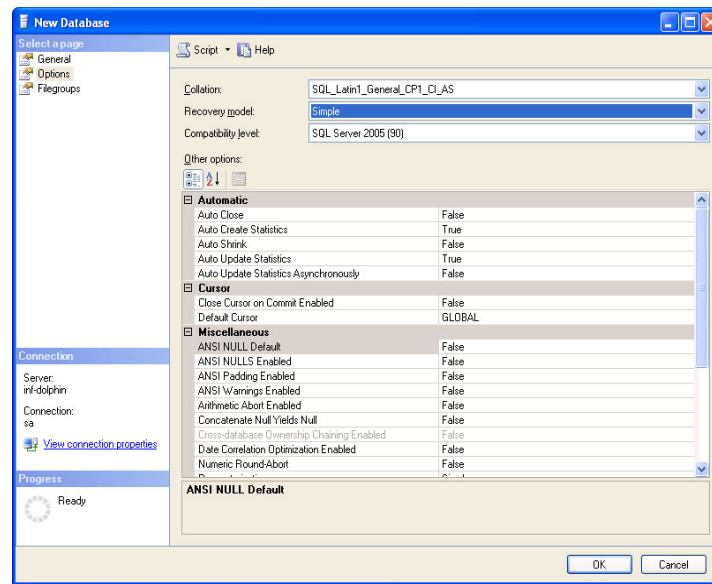
#### **Procedure:** **Creating the Cisco Adapter database**

Start of procedure

1. Connect to the SQL Server 2005 instance using Microsoft SQL Server Management Studio with the `LoginID` assigned to the SQL Server `sysadmin` server role. It can be `sa` or any other login assigned to the `sysadmin` server role that was created for temporary use during the deployment.
2. Right click on Databases in the Object Explorer and choose New Database. Open the General screen (Figure 1 on [page 14](#)).

**Figure 1: Database Properties—General**

- a. Specify the database name—`ciscoadapter_db`
  - b. Leave the owner as `<default>`.
  - c. Specify 50 Mb as the initial data file size with Autogrowth set to By 10%, unrestricted growth.
  - d. Specify 150 Mb as the initial log file size with Autogrowth set to By 5Mb, unrestricted growth.
  - e. Change the paths to the data and log files, if necessary.
3. Open the Options screen.



**Figure 2: Database Properties, Options**

- a. In the **Collation** field, select `SQL_Latin1_General_CP1_CI_AS`.
- b. In the **Recovery model** field, select `Simple`.
- c. Set **Auto Create Statistics** and **Auto Update Statistics** to the value `True`.
4. Click **OK**.
5. To use a separate schema as a container for the database objects related to the Advisors applications, implement steps 6 and 7. Otherwise proceed to “Creating a login to be used by the Cisco Adapter” on [page 16](#).
6. In the Object Explorer, expand **Databases**, `ciscoadapter_db`, **Security**, and **Schemas**.
7. Right-click on **Schemas**, choose **New Schema**, then specify the schema name. You can choose any schema name that corresponds to your company and SQL Server naming conventions.
8. Click **OK**. The database is created and properties are configured.

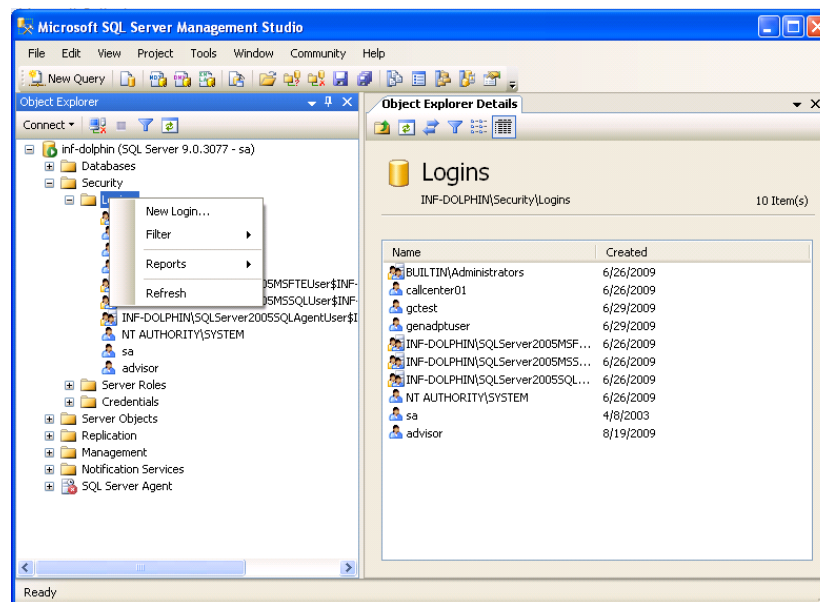
End of procedure

## Procedure: Creating a login to be used by the Cisco Adapter

Note: If due to security restrictions administrator or security administrator access cannot be granted, the local DBA should implement the steps described in this section.

### Start of procedure

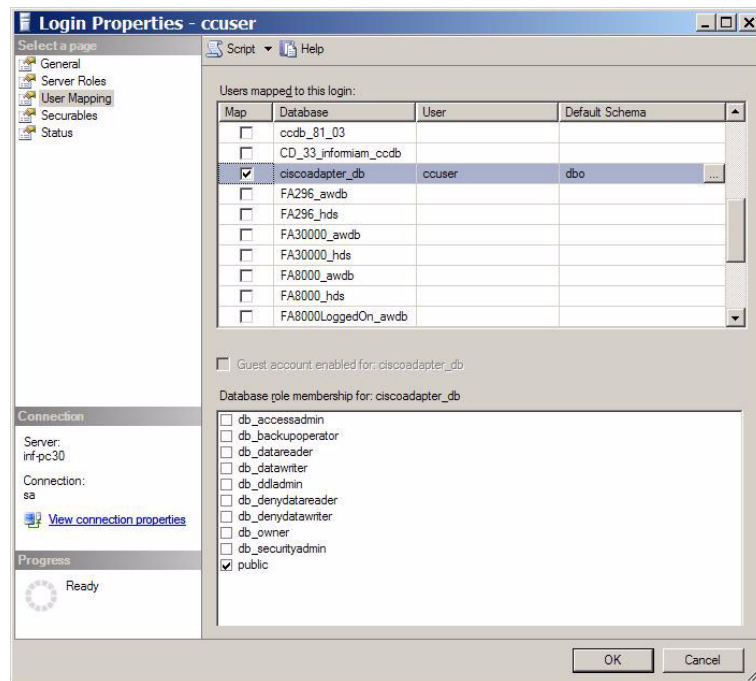
1. In the Microsoft SQL Server Management Studio object explorer, choose **Server**, then the **Security** screen.



**Figure 3: Server-Level Security**

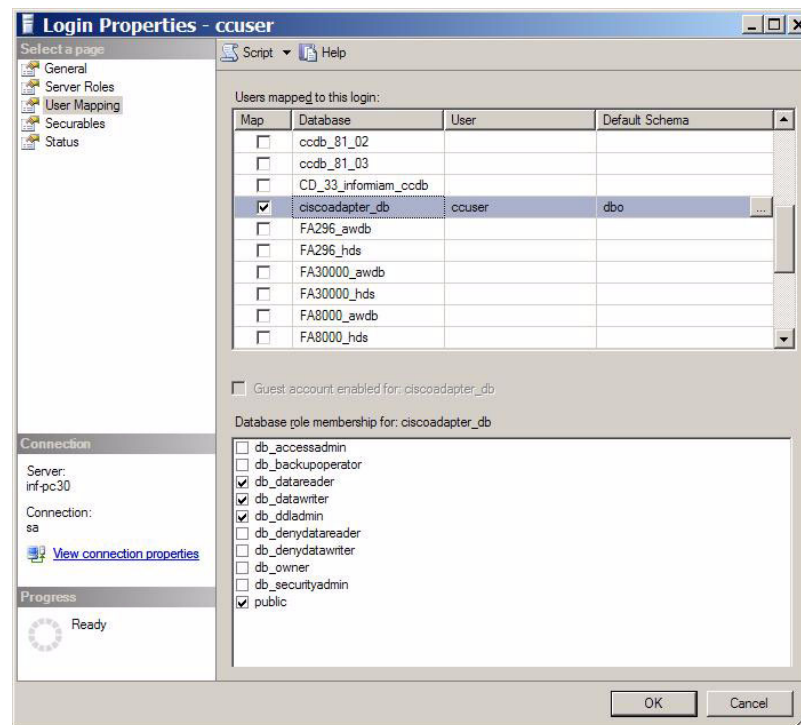
2. Right-click **Logins** and choose **New Login**.
  - a. Specify the login name (in this example, ccuser).
  - b. Select the **SQL Server Authentication** radio button.
  - c. Specify a password that complies with the organization's security policy.
  - d. If strong passwords are part of the security policy, check the **Enforce password policy** check box.
3. Open the **Login Properties - User Mapping** screen.





**Figure 4: Login Properties—User Mapping 1**

- a. Map the user (ccuser in this example) to the newly created database (ciscoadapter\_db in this example) by checking the appropriate check box.
- b. Choose dbo as a default schema if you skipped steps 6 and 7 in the procedure “[Creating the Cisco Adapter database](#)”.
- c. Otherwise select the name of the created schema.
- d. Click OK and confirm your selection in the Select Schema dialog by clicking OK again. This returns you to the User Mapping screen.



**Figure 5: Login Properties—User Mapping 2**

- e. Add the user to the db\_owner database role or to all three of the following roles: db\_datareader, db\_datawriter, and db\_ddladmin.

**Note:** If you choose the db\_datareader, db\_datawriter, db\_ddladmin option, ensure that after you create all the database objects, you implement the step in “Assigning Additional User Permissions” on [page 19](#).

The login to be used by Cisco Adapter is now created and configured.

## Procedure: Creating objects in the database

### Start of procedure

1. Select the Cisco Adapter database from the list of available databases (in this example, ciscoadapter\_db).
2. From the `../ip` folder in the distribution folder, run the `cc-new-database-<version>.sql` script against the newly created database (ciscoadapter\_db in this example). This script creates the database user objects and populates some tables with default configuration data.

3. Scroll down the query results tab and check for errors. The objects are created.

End of procedure

## Assigning Additional User Permissions

If due to security restrictions administrator or security administrator access cannot be granted, the local DBA should implement the steps described in this section.

Assigning additional user permissions is necessary if the created database user was assigned to `db_datareader`, `db_datawriter` and `ddl_admin` roles, but was not assigned to the `db_owner` role.

The user assigned to `db_datareader`, `db_datawriter` and `ddl_admin` roles must be granted `EXECUTE` permission in order to run the stored procedures that exist in the created database.

Run the `SetObjectLevelPermissions.sql` script in order to grant the user execute procedure permission.

If you are not using login name `ccuser`, edit this login name in the script before execution.





## Chapter

# 3

## Cisco Adapter Deployment

This chapter describes how to install and configure the Cisco Adapter. It contains the following sections:

- [Deploying the Cisco Adapter, page 21](#)
- [Deploying Multiple Instances of the Cisco Adapter on a Single Server, page 28](#)
- [Automated Installation Options, page 29](#)
- [Troubleshooting Installation Errors, page 32](#)

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## Deploying the Cisco Adapter

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### Procedure: Deploying the Cisco Adapter

Start of procedure

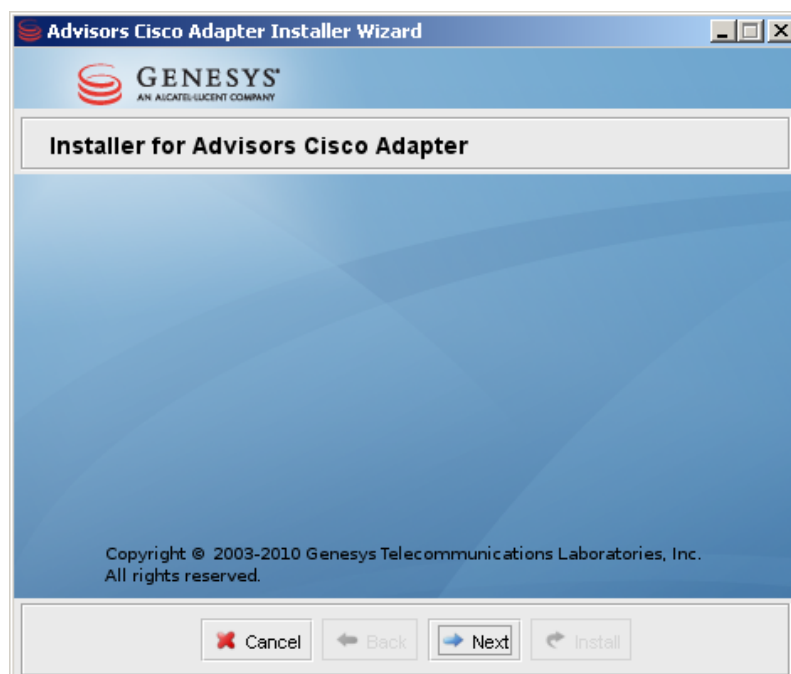
1. Run the installation jar file by either;
  - Using the command `java -jar cc-installer-<version>.jar`; or,
  - Double-clicking the `cc-installer-<version>.jar` in the release bundle.

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Note: Double-click does not work if only JDK is installed (that is, JRE is not present).

---

The Installer for Cisco Adapter screen displays.



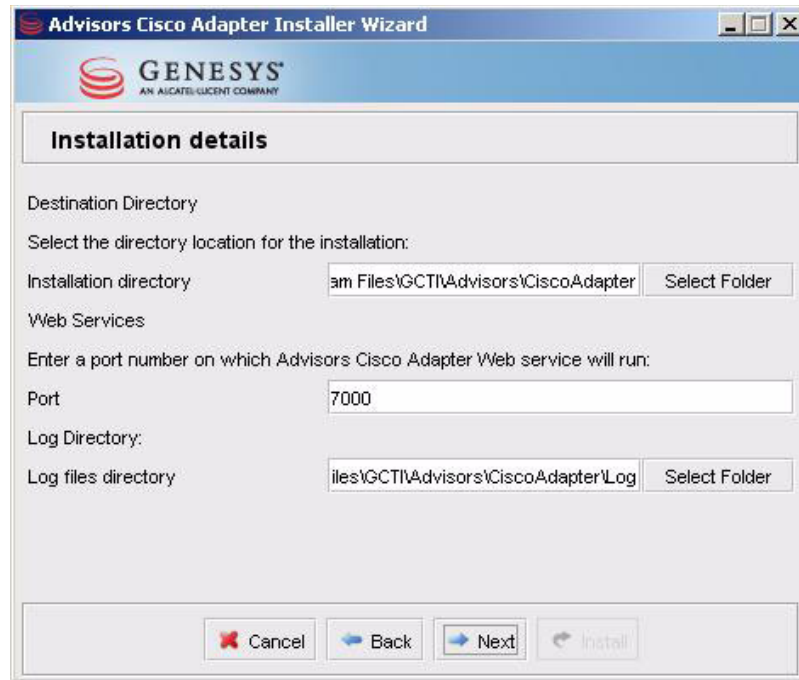
**Figure 6: Installer for Cisco Adapter**

2. Click Next.  
The Install Type screen displays (see Figure 7 on [page 22](#)).



**Figure 7: Install Type**

3. Choose an installation option and click Next. The Installation Details screen displays.

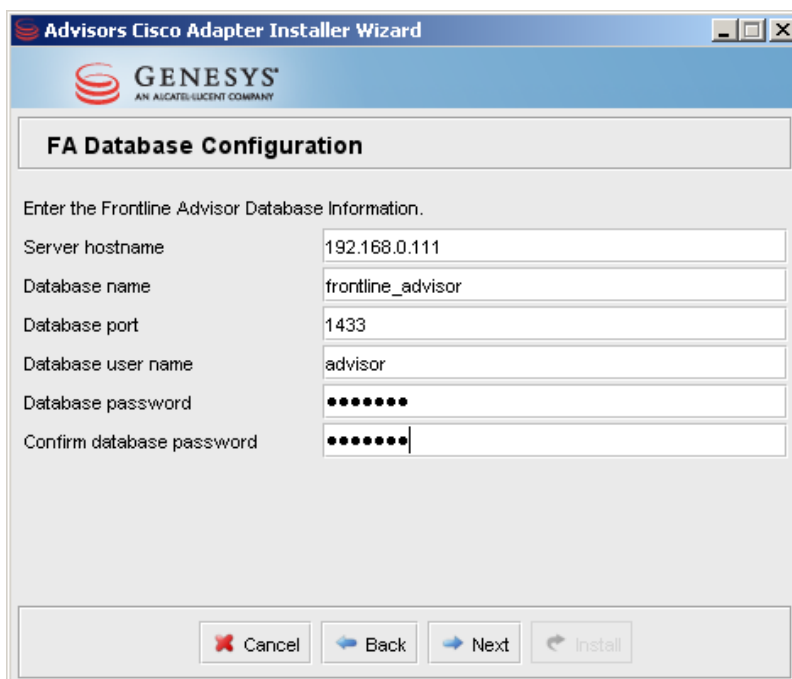


**Figure 8: Installation Details**

4. Specify the installation directory. The default installation directory is C:\Program Files\GCTI\Advisors\CiscoAdapter.
5. Enter the port number that the Cisco Adapter Web services will run on. You can use the default port, 7000, if no other application is using that port.
6. Specify the directory in which the log files will appear.
7. Click Next. If the directory does not yet exist, click Yes on the subsequent popup. The Java Development Kit installation screen displays.

**Figure 9: Java Development Kit Screen**

8. Specify the root directory for the JDK 1.6 installation by either entering it or by browsing to it with the **Select Folder** button, then click **Next**. The **FA Database Configuration** screen displays.

**Figure 10: FA Database Configuration**



9. Enter the host name or IP address of the machine where the FA database is installed.
10. Enter the FA database name.
11. Enter the database server's port number.
12. Enter and confirm the user name and password of a user that will be used by the Adapter to access the FA database.
13. Click Next. The Cisco Database Configuration screen displays (see Figure 11 on [page 25](#).)

The screenshot shows a window titled "Advisors Cisco Adapter Installer Wizard" with the Genesys logo. The main heading is "Cisco Database Configuration". Below it, the text "Enter the Cisco database information." is displayed. The form contains the following fields and values:

Field	Value
Server host name	192.168.0.201
AWV Database name	cisco_awddb
HDS Database name	cisco_hds
Database port	1433
Database user name	ciscouser
Database password	••••••
Confirm database password	••••••

At the bottom of the window, there are four buttons: "Cancel" (with a red X icon), "Back" (with a left arrow icon), "Next" (with a right arrow icon), and "Install" (with a circular arrow icon).

**Figure 11: Cisco Database Configuration**

14. Enter the information required for connecting to the databases in the Cisco environment.
15. Click Next. The Cisco Adapter Database Configuration screen displays.

**Advisors Cisco Adapter Database Configuration**

Database Server:

Server host name: 192.168.0.105

Server port number: 1433

Database name: ciscoadapter\_db

User name: ccuser

Database password: .....

Confirm database password: .....

Buttons: Cancel, Back, Next, Install

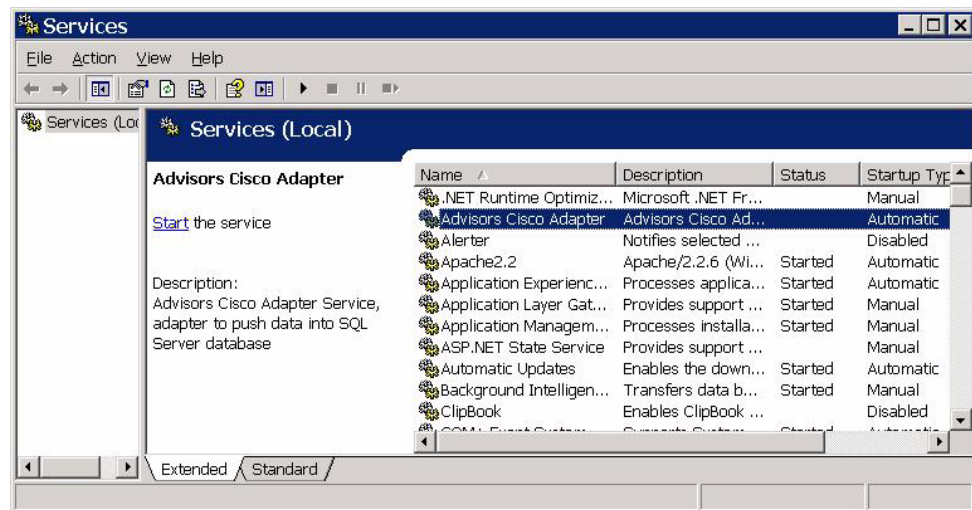
**Figure 12: Cisco Adapter Database Configuration**

16. Enter the host name or IP address of the machine where the Cisco Adapter is installed.
17. Enter the port number.
18. Enter the database name.
19. Enter and confirm the user name and password for the database login created / used for the Cisco Adapter database.
20. Click Next. The Installation Progress screen displays.



**Figure 13: Installation Progress**

21. Click **Show Details** then **Install**.
22. Verify that there are no errors during installation.
23. In the Services Configuration Utility, verify that an Advisors Cisco Adapter service is installed. If the option to start the service in Step 2 of [Figure 7](#) was selected, the service's status should be Started. See [Figure 14](#) on [page 28](#).



**Figure 14: Services (Local) Screen**

End of procedure

## Deploying Multiple Instances of the Cisco Adapter on a Single Server

You can deploy multiple instances of the Cisco Adapter on a single server, assuming that the server has enough memory and processing power to handle the multiple instances.

### Procedure: Deploying multiple instances of Cisco Adapter on a single server

#### Prerequisites

It is recommended that each Cisco Adapter instance have its own database. Therefore, when creating the Cisco Adapter database in step 15, you should use different names for each database instance.

#### Start of procedure

1. Run the `cc-installer-<version>.jar` file.
2. In the Server Install Type screen ( Figure 7 on page 22);
  - a. Check that Install the service is preselected.
  - b. Ensure that the Start the Service check box is unchecked.

3. Each Genesys Adapter instance must be installed in a different directory. For example, the first instance could be located at:

C:\Program Files\GCTI\Advisors\CiscoAdapter

and the second instance could be located at:

C:\Program Files\GCTI\Advisors\CiscoAdapter2.

This includes the log and data directories as well. The Cisco Adapter instance must also use a different port number than the other instances installed on the machine.

The same Cisco AW and HDS Metrics Database being used by other instances can be used here. Alternatively, different set of Cisco databases can be used.

4. During the install, the following error will come up:

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

Ignore this error: the missing service will be installed in step 5.

5. Once the adapter has been installed, navigate to the \conf folder.
  - a. Locate and edit the file wrapper.conf.
    - i. Search for the string # Name of service.
    - ii. Edit the parameter below it (wrapper.ntservice.name=) so that the service name is different from the original instance. For example, 'Advisors Cisco Adapter 2.
    - iii. Edit the next parameter (wrapper.ntservice.displayname=), so that the display name differs from the original instance. This is the name that will appear in the NT Services dialog. there's no need for it to match the name above.
    - iv. Save and close the file.
  - b. Navigate to the /bin folder of the second installation, and execute the file Install-connector-NT.bat. This installs the renamed service. You can then locate and start the service in the NT Services dialog.

End of procedure

---

## Automated Installation Options

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

- Semi-silent 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 only the Installation Progress screen displays. Installation will proceed without confirmation, and will exit automatically with log output being written to file.

## Specifying Input Properties

For both semi-silent and silent installation modes, all required properties for the installation options, including installation targets, passwords, and so on, 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`, you can optionally locate the necessary password properties, uncomment them, and then add the actual password values. For example:

```
cp.database.password=supersecurepassword.
```

For the silent installation mode this is not optional—all password values must be present.

## 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.

## 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 Cisco Adapter, open a command prompt, navigate to the directory containing the installer jar, then run the following command (using the proper version number for “<version>”):

```
java -jar cc-installer-<version>.jar swing-auto
```

---

**Note:** The `ant.install.properties` file must be present in the same directory. For silent installation all the password properties must be provided and the password properties lines must be uncommented.

---

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 cc-installer-<version>.jar swing-auto
Loading self extractor...
Install Successful.
```

A failed installation will look like the following:

```
$ java -jar cc-installer-<version>.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—for example, database passwords—or any other error that would cause a failure during normal installation mode.

It is strongly recommended that you examine all generated logs to make sure that all errors and warnings are duly noted.

# Troubleshooting Installation Errors

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

**Table 1: Installation Error Messages**

Error Message	Cause
<pre>[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.xx.yy:nnn;DatabaseName=ys_cadb;use r=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.xx.yy, port nnn 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.</pre>	Wrong database server name / IP address or port number
<pre>[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.xx.yy:nnnn;DatabaseName=NotAPlatfo rmDB;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.xx.yy, port nnnn 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."</pre>	Wrong database name



**Table 1: Installation Error Messages (Continued)**

Error Message	Cause
<pre>[java] Exception while connecting: Login failed for user 'badUserId'. [java] url used: jdbc:sqlserver://192.168.xx.yy:nnnn; DatabaseName=ys_cadb; selectMethod=cursor; user=badUserId; password=very_secure_ password</pre>	Wrong database user name or password
<pre>[java] Exception in thread "main" java.security.InvalidParameterException: ERROR: Failed to verify validity of the JDK 1.6 located at /home/yevgeny/dev/java/j2sdk1.4.2_08. [java] ERROR: Invalid JDK version found at /home/yevgeny/dev/java/j2sdk1.4.2_08, the version must be at least 1.6, but was 1.4 [java] at com.informiam.installer.jdk.JdkVersionChecker.checkJdk (JdkVersionChecker.java:66) [java] ERROR: Failed to verify validity of the JDK 1.6 located at /home/yevgeny/dev/java/j2sdk1.4.2_08. [java] at com.informiam.installer.jdk.JdkVersionChecker.main (JdkVersionChecker.java:81)</pre>	Wrong path to JDK or wrong version of the JDK specified.





## Supplements

# Related Documentation Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

## Performance Management Advisors

- *Performance Management Advisors 8.0 Platform Deployment Guide* describes how to install and configure the Advisor Platform.
- *Performance Management Advisors 8.0 Frontline Advisor Deployment Guide* describes how to install and configure Frontline Advisor.
- *Performance Management Advisors 8.0 Cisco Adapter Deployment Guide* describes how to configure and install the Cisco Adapter.
- *Performance Management Advisors 8.0 Genesys Adapter Deployment Guide* describes how to configure and install the Genesys Adapter.
- *Performance Management Advisors 8.0 Contact Center Advisor & Workforce Advisor Deployment Guide* describes how to configure and install Contact Center Advisor Workforce Advisor.
- *Performance Management Advisors 8.0 Contact Center Advisor & Workforce Advisor Administrator User's Guide* describes how to configure your enterprise hierarchy and set up threshold rules/goals and users.
- *Performance Management Advisors 8.0 Contact Center Advisor User's Guide* describes how to personalize your display of information for monitoring and root cause analysis.
- *Performance Management Advisors 8.0 Workforce Advisor User's Guide* describes how to personalize your display of information for monitoring and root cause analysis.
- *Performance Management Advisors 8.0 Frontline Advisor Administrator User's Guide* describes how to perform administration functions for Frontline Advisor.
- *Performance Management Advisors 8.0 Frontline Advisor Manager User's Guide* describes how to perform manager functions for Frontline Advisor.

- *Performance Management Advisors 8.0 Frontline Advisor Agent Advisor User's Guide* describes how to perform agent functions for Frontline Advisor.
- *Performance Management Advisors 8.0 Alert Management User's Guide* describes how to manage the actions taken to resolve alerts and use the database to learn and repeat successes.
- *Performance Management Advisors 8.0 Resource Management User's Guide* describes how to maintain skill levels and agents.
- *Performance Management Advisors 8.0 Performance Monitor User's Guide* summarizes how to personalize your display of information for monitoring.
- *Performance Management Advisors 8.0 Workforce What-If Tool User's Guide* describes and gives examples of scenarios that illustrate how to adjust resource levels to achieve optimal outcomes.

## Genesys

- *Genesys Technical Publications Glossary*, which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and computer-telephony integration (CTI) terminology and acronyms used in this document.
- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.
- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at <http://genesyslab.com/support>.

Information about supported hardware and third-party software is available on the Genesys Technical Support website in the following documents:

- [Genesys Supported Operating Environment Reference Manual](#)
- [Genesys Supported Media Interfaces Reference Manual](#)

Consult these additional resources as necessary:

- *Genesys Hardware Sizing Guide*, which provides information about Genesys hardware sizing guidelines for Genesys releases.
- *Genesys Interoperability Guide*, which provides information on the compatibility of Genesys products with various Configuration Layer Environments; Interoperability of Reporting Templates and Solutions; and GPlus Adapters Interoperability.
- *Genesys Licensing Guide*, which introduces you to the concepts, terminology, and procedures relevant to the Genesys licensing system.

For additional system-wide planning tools and information, see the release-specific listings of System Level Documents on the Genesys Technical Support website, accessible from the [system level documents by release](#) tab in the Knowledge Base Browse Documents Section.

Genesys product documentation is available on the:

- Genesys Technical Support website at <http://genesyslab.com/support>.
- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at [orderman@genesyslab.com](mailto:orderman@genesyslab.com).

# Document Conventions

This document uses certain stylistic and typographical conventions—introduced here—that serve as shorthands for particular kinds of information.

## Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

80fr\_ref\_06-2008\_v8.0.001.00

You will need this number when you are talking with Genesys Technical Support about this product.

## Screen Captures Used in This Document

Screen captures from the product graphical user interface (GUI), as used in this document, may sometimes contain minor spelling, capitalization, or grammatical errors. The text accompanying and explaining the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

## Type Styles

[Table 2](#) describes and illustrates the type conventions that are used in this document.

**Table 2: Type Styles**

Type Style	Used For	Examples
Italic	<ul style="list-style-type: none"> <li>Document titles</li> <li>Emphasis</li> <li>Definitions of (or first references to) unfamiliar terms</li> <li>Mathematical variables</li> </ul> <p>Also used to indicate placeholder text within code samples or commands, in the special case where angle brackets are a required part of the syntax (see the note about angle brackets on <a href="#">page 39</a>).</p>	<p>Please consult the <i>Genesys Migration Guide</i> for more information.</p> <p>Do <i>not</i> use this value for this option.</p> <p>A <i>customary and usual</i> practice is one that is widely accepted and used within a particular industry or profession.</p> <p>The formula, <math>x + 1 = 7</math> where <math>x</math> stands for . . .</p>

**Table 2: Type Styles (Continued)**

Type Style	Used For	Examples
<p>Monospace font (Looks like teletype or typewriter text)</p>	<p>All programming identifiers and GUI elements. This convention includes:</p> <ul style="list-style-type: none"> <li>The <i>names</i> of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text and list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages.</li> <li>The values of options.</li> <li>Logical arguments and command syntax.</li> <li>Code samples.</li> </ul> <p>Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.</p>	<p>Select the Show variables on screen check box.</p> <p>In the Operand text box, enter your formula.</p> <p>Click OK to exit the Properties dialog box.</p> <p>T-Server distributes the error messages in EventError events.</p> <p>If you select true for the inbound-bsns-calls option, all established inbound calls on a local agent are considered business calls.</p> <p>Enter exit on the command line.</p>
Square brackets ([ ])	A particular parameter or value that is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether to include this optional information.	smcp_server -host [/flags]
Angle brackets (< >)	<p>A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise.</p> <p><b>Note:</b> In some cases, angle brackets are required characters in code syntax (for example, in XML schemas). In these cases, italic text is used for placeholder values.</p>	smcp_server -host <confighost>







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