Performance Management Advisors 8.0

Genesys Adapter

Deployment Guide

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Preface

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

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

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.

This preface contains the following sections:

For information about related resources and about the conventions that are used in this document, see the supplementary material starting on page 61.

About Genesys Adapter

The Genesys Adapter (AGA) is a data source product that pulls data from the Genesys environment and publishes statistics to Frontline Advisor, Contact Center Advisor and Workforce Advisor.

Intended Audience

This document is primarily intended for systems implementers and operational support staff for contact center IT departments. 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 8.0.002.00

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

The following topics have been added or significantly changed since document version 8.0.001.00

- Support for installation of backup Configuration Server

  See page 38.
- Support for installation of up to five Stat Server primary/backup pairs.

  See page 40

Chapter

1 Genesys Adapter Deployment Overview

This chapter gives an overview of how to install and configure the Genesys Adapter. It contains the following sections:

Installation Overview

Introduction

There are two parts to the Genesys Adapter:

- A server component.
  The server component is the main engine of the Genesys Adapter.
- A Web application component.
  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.

Manual Installation Process

The following process describes how to install Genesys Adapter manually:

1. Verify the Genesys environment.

   Verify that a Genesys Platform environment is ready and available. This includes (but is not limited to) Configuration Server, Stat Server, and the T-Server(s) and/or Interaction Servers. All of these services must be running prior to installing the Genesys Adapter.

   Genesys Adapter 8.0 requires Genesys Statistics Server 8.0, as well as some extensions. See “Dependencies and Notes” on page 13.

2. Install Java 6 SDK (JDK 1.6).
3. Verify that an instance of SQL Server 2005 (minimum version) is ready and available. An admin account must also be created.
4. Create the Genesys Adapter database. See Chapter 2, “Creating the Genesys Adapter Database,” on page 17.
5. Locate the build files. Unzip the files into a temporary directory. The following files should be present:
   - `gc-installer-<version #>.jar`
   - `gc_core_newdb_<current version #>.sql`
   - `gc_core_migrate_<starting version #>_<current version #>.sql`
   - `gc_metrics_newdb_<current version #>.sql`
   - `GeneratePermsStatements.sql`
6. If you intend to deploy the Genesys Adapter administration module or Resource Management module on a server other than your CCAdv/WA server, install an instance of the Platform Service on that server.

   For information on how to install the Platform Service, please consult the *Performance Management Advisors 8.0 Advisors Platform Deployment Guide* and follow the installation steps up to and including installation of the Platform Service. Continue with this installation process after those steps are completed.
7. Install the Genesys Adapter Core Service. See “Deploying the Adapter Core Service Component” on page 32
8. Optionally configure XMLGen. See “Modifying the XMLGen Configuration” on page 43.
9. Install the Genesys Web Application module. See “Deploying the Web Application Component” on page 44.
10. Optionally, install the Resource Management Console module. See “Installing Resource Management Console” on page 55. If you install RMC, you must install SDS also.
11. If you have installed RMC, install the SDS service on a separate server from Genesys Adapter and the Remote Management module. “Installing the SDS Service” on page 46.

Automated Installation Options

See “Automated Installation Options” on page 57.

Dependencies and Notes

Dependencies

- Use Apache Server 2.2.6. If the Apache server is installed on the same machine as Geronimo, it must use a port other than 8080, such as 80.
- If the T-Server is the Avaya Communication Manager, make sure that the T-Server option `query-agent-work-mode` is set to `on-restart`. This is the default option. To set this option, go to `TServer`, then `Option Tab`, then `T-Server Option` and locate `query-agent-work-mode`. This setting is required for the `AfterCallWork` state changes to be visible.
- Genesys Adapter 8.0 requires Genesys Statistics Server 8.0, and the MCR extension package.
  - **a.** Install Stat Server 8.0.
  - **b.** Install the MCR extension package. The MCR version corresponding to the most recent GA Stat server version can be obtained from the Genesys installation CD image.
  - **c.** Configure the JVM path options for the Stat Server in Configuration Manager.
    - **i.** Right-click on the Stat Server `Application` object
    - **ii.** Select `Wizard`, then `Configure`, then `Java Options`
    - **iii.** Check the `Load Java at startup` checkbox
    - **iv.** Set the JVM Path to the `jvm.dll` file (for example: `C:\Program Files\Java\jre6\bin\client\jvm.dll`)
    - **v.** Set the `ext` directory to the relative path of the extensions directory under the Stat Server installation (the default is `./java/ext`).
    - **vi.** Set the `lib` directory to the relative path of the library directory under the Stat Server installation (the default is `./java/lib`).
    - **vii.** Select the `eServiceContactStat.jar` and `eServiceInteractionStat.jar` Java Extension jars to be loaded.
    - **viii.** Click `OK` to close the `Wizard properties` popup.
  - **d.** Ensure that the Stat Server has a connection to the Interaction Server. Double-click the Stat Server application, and add this connection on the `Connections` tab if it is not already present.
  - **e.** Under the Stat Server application `Options` tab, create a new section named `common`. Set the value of option `rebind-delay` to `0` (zero).

f. Ensure that the corresponding connection from the Interaction Server back to the Stat Server is also present. Double-click the `Interaction Server Application`, and add the connection on the `Connections` tab if it is not already present.

g. Restart both the Interaction Server and the Stat Server.

Notes

- There are no filters included with the installation of Genesys Adapter. Configure the required filters through the Configuration Manager on the `Options` tab of the Stat Server(s) that the Adapter is going to use. The format for these filters is:

  Name: `Informiam.Regular`

  Value: `PairExists("AppCallType", "Reg")`

  You must configure all filters on all Stat Server instances (both primary and backup) that your Genesys Adapter instance will reference. Genesys Adapter only loads filters that appear on all of its associated Stat Servers.
- Geronimo has a known issue with long pathnames. If the base Geronimo installation has a long path name, the Genesys Adapter admin interface will not be loaded properly. In order to avoid this problem, Geronimo should be installed as close to the root directory (C:\) as possible.

Support for LoggedIn Scripts

In previous releases, the Genesys Adapter was aware of the virtual agent group (VAG) membership only when the VAG script was based on agent skills—for example, skills-based VAGs. In this case, the Configuration Server is aware of the agents who are part of the virtual agent group, and the Genesys Adapter obtains this membership information from the Configuration Server.

In release 8.0, the Adapter has been enhanced so that agent group membership information for VAGs that are defined using the `LoggedIn` script is retrieved from the Stat Server, rather than from the Configuration Server.

Deploying Multiple Instances of the Genesys Adapter Core Service on a Single Server

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 multiple instances). You must decide whether to use the same metrics database for both Adapters. Note that if you do this, each

Adapter must monitor a completely distinct set of objects. Each installation should:

- Create the Genesys Adapter database (see Chapter 2, "Creating the Genesys Adapter Database," on page 17.)
- Install and configure the Genesys Adapter Core Service.
- Configure XMLGen with a few variations.

Installation Notes

Each Genesys Adapter instance must have its own core database. Therefore, when creating the Genesys Adapter database, a unique name is required for each database instance

1. Run the installer jar, then select `Install Server`.
2. On `Server Install Type` screen:
   a. Select `Install the service`.
   b. Make sure that `Start the Service` is not selected.
   c. Select the application(s) to be supported.
3. Each Genesys Adapter instance must be installed in a different directory. For example, the first instance could use the following location:

   `C:\Program Files\GCTI\Advisors\Genesys\Adapter`

   and the second instance could be located at:

   `C:\Program Files\GCTI\Advisors\Genesys\Adapter2`.

   This includes the log directory as well. Each Genesys Adapter instance on the same machine must use a different port number.

   The same CCAdv/WA metrics database can be used by other Adapter instances. Alternatively, a new metrics database can be created.
4. During the install, ignore this error if it occurs:

   `[exec] wrapper | CreateService failed – the specified service already exists. (0x431)`
5. Once the adapter has been installed, navigate to the `conf` folder for the second installation:
6. Locate the file `wrapper.conf` and edit it as follows:
   a. Search for the string `# Name of service`.
   b. Edit the parameter below it (`wrapper.ntservice.name=`) so that the service name is different from the original instance—for example, `Advisors Genesys Adapter 2`.
   c. Edit the next parameter (`wrapper.ntservice.displayname=`) so 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 `wrapper.ntservice.name=` above, but it can.

7. Save and close the file.
8. Navigate to the `bin` folder for the second installation, and execute the file `Install-Adapter-NT.bat`. This installs the renamed service. After the installation is complete, you can then locate and start the service in the `NT Services` dialog.

Chapter

2 Creating the Genesys Adapter Database

This chapter describes how to create the local Genesys Adapter SQL 2005 database. It contains the following section:

Creating the Genesys Adapter Database with SQL Server 2005

The following procedure requires administrator access. If administrator access cannot be granted, the DBA should DBA implement the steps described in the "Creating a login to be used by the Genesys Adapter" on page 20.

Installation Procedures

Procedure: Creating the Genesys 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 and created by the DBA for temporary use during the deployment.
2. In the object explorer, right-click on `Databases` and choose `New Database`. Open the `General` screen (Figure 1 on page 18).

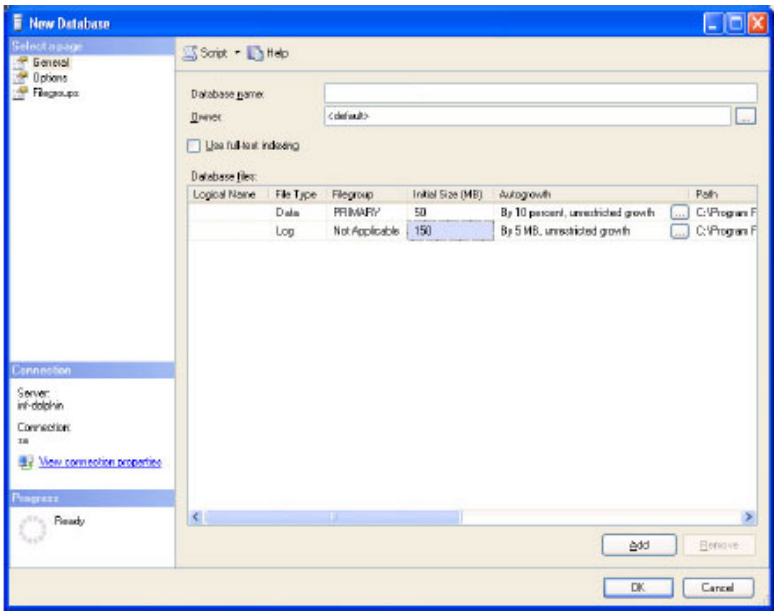

Figure 1: Database Properties—General

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

3. Open the `Options` screen.

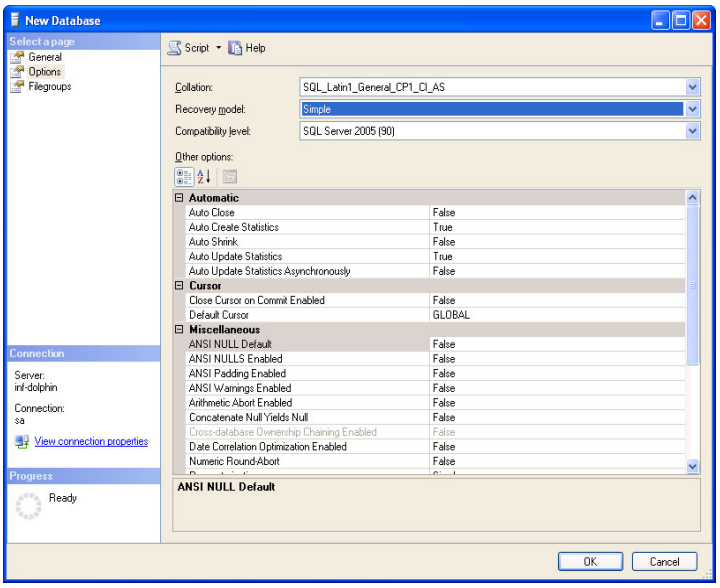

Figure 2: Database Properties—Options

   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. In the `Object Explorer`, expand `Databases`, `advisors_genadptdb`, `Security`, and `Schemas`.
6. If you wish to use a different default schema from `dbo`, right-click on `Schemas`, choose `New Schema`, then specify the schema name.

`Note:` If `dbo` is not selected, the database object installation scripts will need to be manually updated prior to use.

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7. Click `OK`. The database is created and properties are configured.

End of procedure

Procedure:
Creating a login to be used by the Genesys Adapter

Start of procedure

1. In the Microsoft SQL Server Management Studio object explorer, select the `Server`, then the `Security` screen.

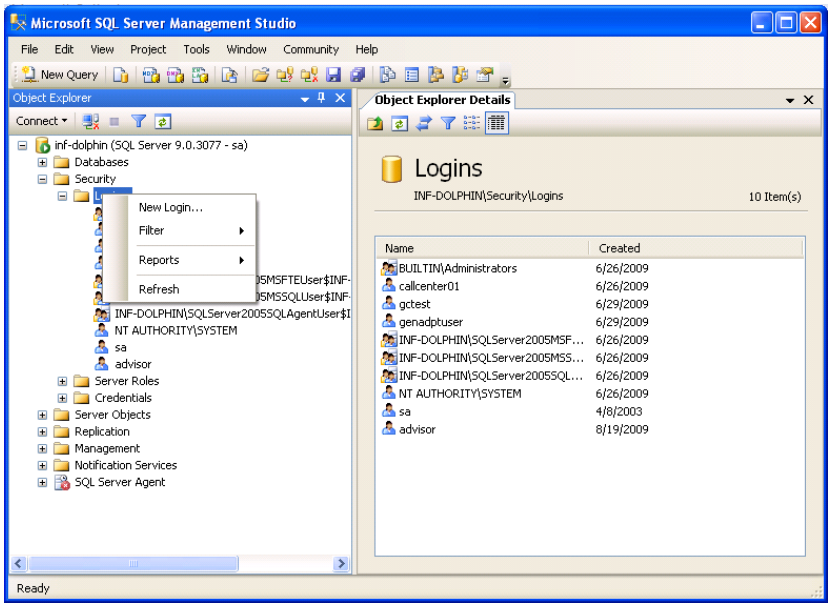

Figure 3: Server Level Security

2. Right-click `Logins` and choose `New login`.
   a. Specify the login name (in this example, `genadptuser`).
   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, select the `Enforce password policy` check box.
3. Open the `Login Properties - User Mapping` screen (Figure 4 on page 21).

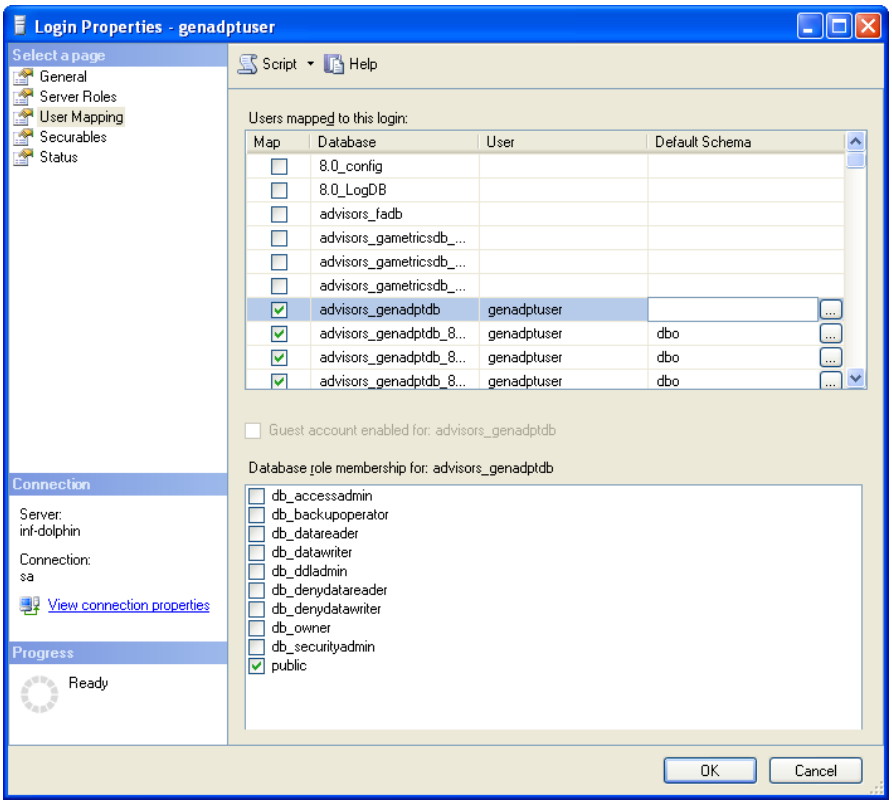

Figure 4: Login Properties—User Mapping 1

a. Map the user (`genadptuser` in this example) to the newly created database (`advisors_genadptdb` in this example) by selecting the check box.

b. Choose the previously selected default schema by clicking on the browse icon in the `Default Schema column` and select the appropriate schema by checking the relevant schema check box.

c. Click `Ok`, then `OK` again.

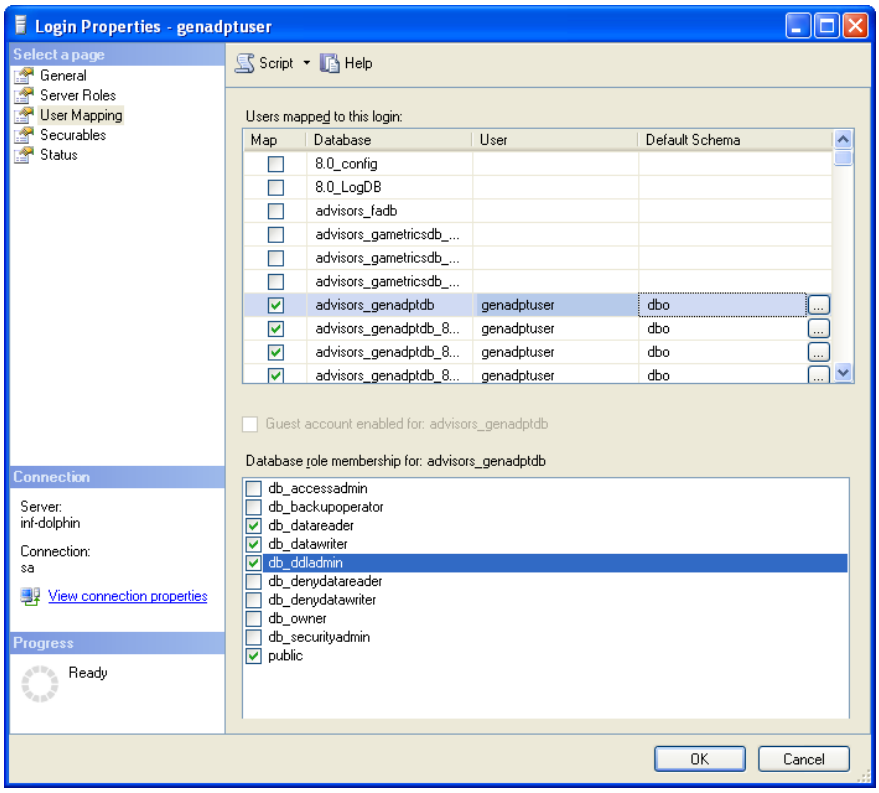

Figure 5: Login Properties—User Mapping 2

d. Add the user to the `db_owner` database role (Figure 5) 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 of the database objects you complete the procedure "Assigning Additional User Permissions" on page 28.

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

4. Disconnect from the database engine, and reconnect using the user login created earlier.

Note: If the default `dbo` schema is not used, the database scripts will need to be manually updated prior to running them.

Ensuring that you choose your new database, run the SQL script(s), as specified earlier, against the database. Scroll down the query results tab and check for errors. Warnings can be ignored.

End of procedure

Procedure:
Creating linked servers for the Genesys Adapter database

Note: If administrator/security administrator access cannot be granted, the DBA should implement the steps in the "Creating objects in the Genesys Adapter database" on page 27.

Prerequisites

Before implementing this section have an DBA create a login and password for this application in all external databases that must be accessed.

Start of procedure

1. In the Microsoft SQL Server Management Studio object explorer click `Server Objects` (Figure 13).

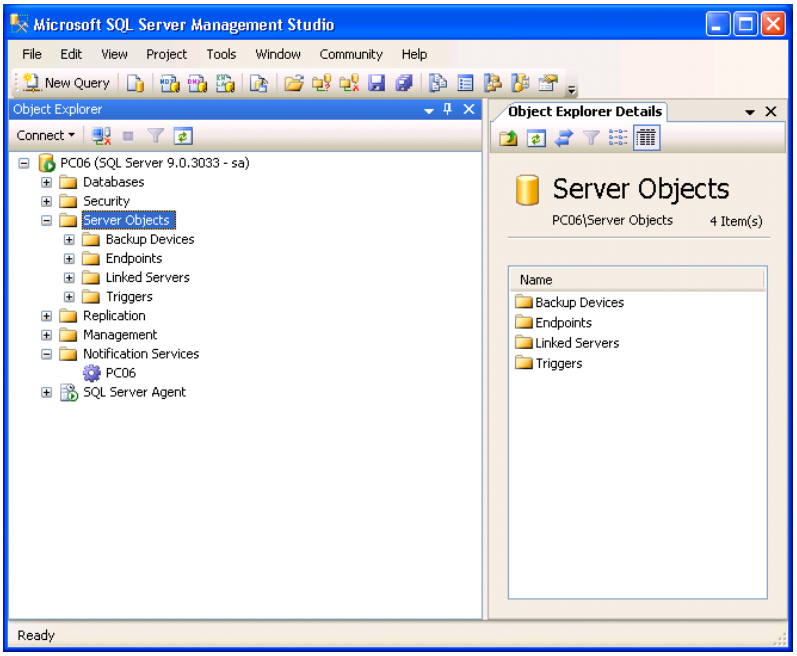

Figure 6: Server Objects

2. Right-click `Linked Servers` and choose `New Linked Server`...The `New Linked Server` screen displays.

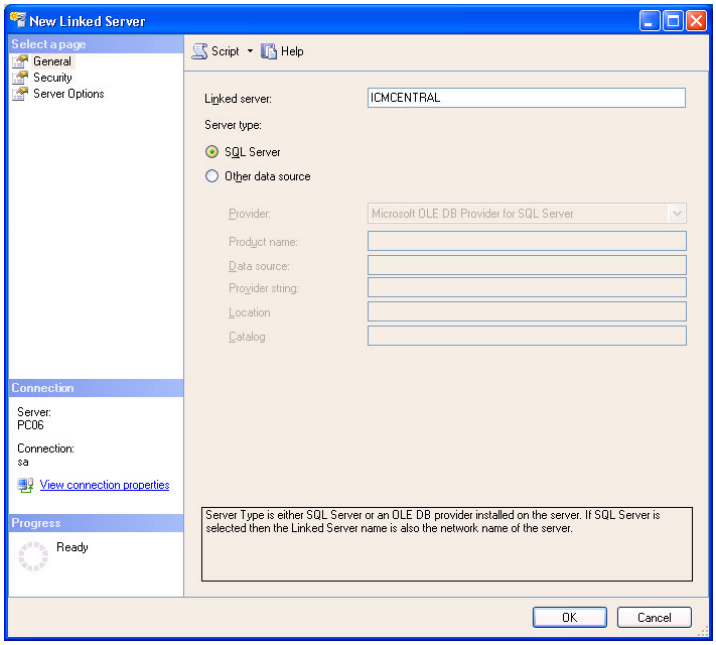

Figure 7: New Linked Server—General Screen

3. Open the `General` screen.
   a. For the `Server` type, select the `SQL Server` option.
   b. Specify the name of the external SQL database server to be accessed.

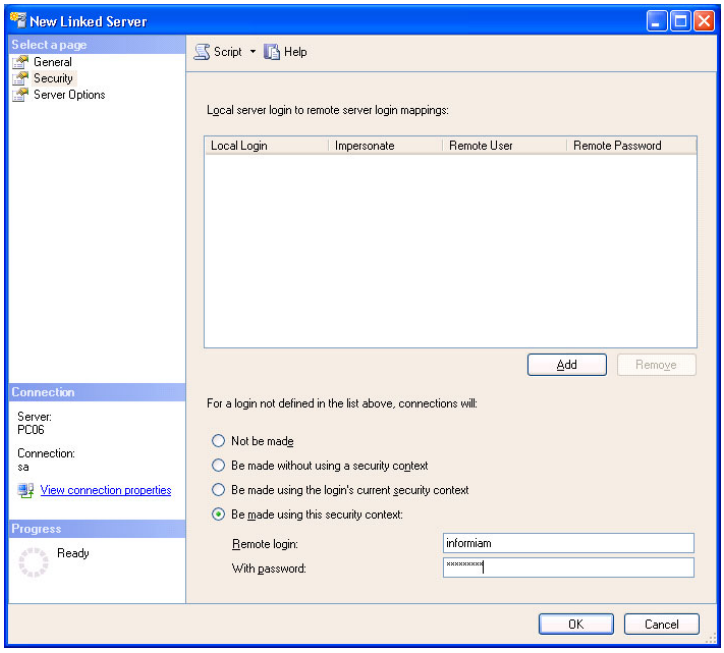

Figure 8: New Linked Server—Security Screen

4. Open the `Security` screen (Figure 8 on page 24).
   a. Select the `Be made using this security context` radio button
   b. Specify the remote login and password created by the external database administrator for access from Genesys Adapter to the external `awdb` (in this example, `informiam/<password>`).

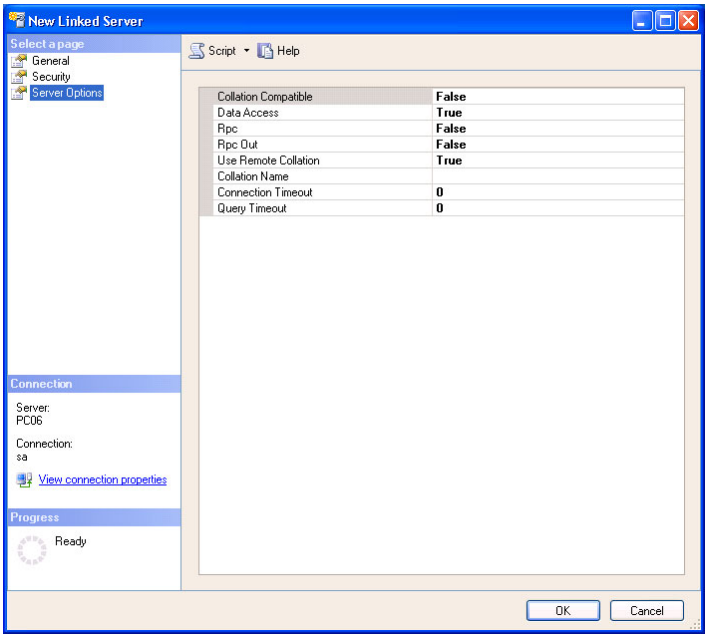

Figure 9: New Linked Server—Server Options

5. Open the `Server Options` screen.
   a. Check the `Data Access` check box and `User Remote Collation` check box.
   b. Click `OK`.
6. To test the linked server connectivity run SQL statements from the Microsoft SQL Server Management Studio:

Figure 10: Connecting to Database Engine

a. Click `File`, then connect to the database engine as the user created for Contact Center Advisor (`callcenter01` in this example) by clicking `Connect` (Figure 10 on page 26).

b. Click `New Query` (Figure 11 on page 27).

c. Enter a query using the following notation:

- Select `<...>` from `<Linked Server Name>.<Remote Database Name>.<Remote Database Owner>.<Remote Table Name>`

Or:

- Select `<...>` from `openquery( <Linked Server Name>, 'select <...> from >.<Remote Database Name>.<Remote Database Owner>.<Remote Table Name> [with (<locking hint>)]`

Example:

Select either;

top `1 *` from `ICM_AWDB1.company_awdb.dbo.Agent`

or;

`*` from `OpenQuery([ICM_AWDB1],'select top 1 *` from `company_awdb.dbo.Agent(nolock)')`

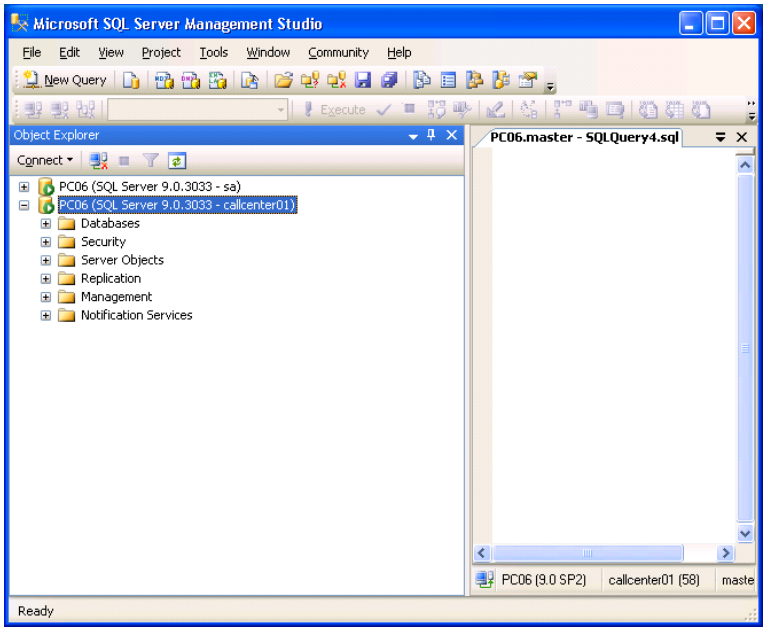

Figure 11: Microsoft SQL Management Studio—New Query

7. For each external data source, repeat this procedure.

End of procedure

Procedure:
Creating objects in the Genesys Adapter database

Prerequisites

This procedure must be run either with the system administrator account or with a user having `db_owner` permissions to the database. In addition, the user must have the same default schema as that assigned to the Advisors user.

The `db_owner` permissions can be given temporarily to the Advisors user for the purpose of running these steps.

Start of procedure

1. From Microsoft SQL Server Management Studio click `File`, then connect to the database engine using a user account meeting the criteria above.
2. Make sure that you choose the Genesys Adapter database from the list of available databases (in this example, `advisors_genadptdb`). See Figure 11.
3. For a new database installation, locate and run the new installation script: `gc_core_newdb_<version #>.sql`.

This script is found under the \configuration-schema directory, and should be run while connected as the system administrator.

For an existing database installation, existing database installations (version 3.1 and later) should have the appropriate migration script run against them.

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

These scripts are named using the following format:

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

These scripts are found under the \configuration-schema directory, and should be run as follows:

a. Locate the migration script whose starting version number matches or is the closest version above your current database version. For 3.3 installations, this will be the latest version in the GC_VERSION table in your core database. For 3.1 installations, this will match the current version of your Genesys Adapter installation.

b. Connected as the system administrator, 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.

End of procedure

Assigning Additional User Permissions

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 permissions only, in order to execute all stored procedures that exist in the created database.

You can use the SQL Server interface to assign the permissions or create a grant permissions script and execute it against the newly created database.

The following statement when executed against the newly created database produces a set of grant permission statements. Copy the results, paste them into the query window and then execute:

```
select 'grant execute on ['+
routine_catalog+'].['+routine_schema+'].['+routine_name+'] to <database
user>' from INFORMATION_SCHEMA.ROUTINES where ROUTINE_TYPE='PROCEDURE'
```

> **Note:** Replace `<database user>` with a created database user ID before executing this statement.

This script is also present in the distribution as `GeneratePermsStatements.sql`.

Chapter

3 Genesys Adapter Deployment

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

Deploying the Adapter Core Service Component

Procedure:
Deploying the Core Service component

Start of procedure

1. Run the installation jar file using the following command:
   `java -jar gc-installer-<version #>.jar`
   or double-click the `gc-installer-<version #>.jar` file in the release bundle. The Installer for Genesys Adapter screen displays.

Figure 12: Installer for Genesys Adapter

2. Click `Next`.The `Install Type` screen displays (Figure 13 on page 33).

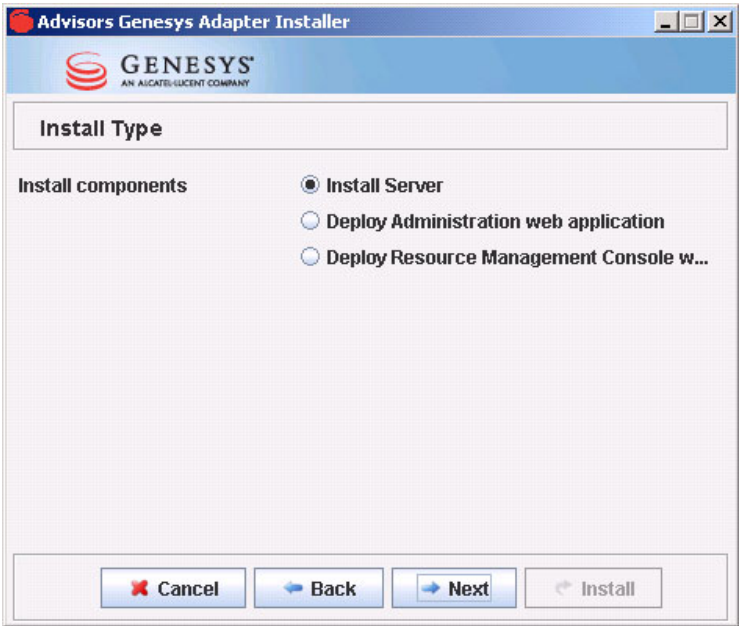

Figure 13: Install Type

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

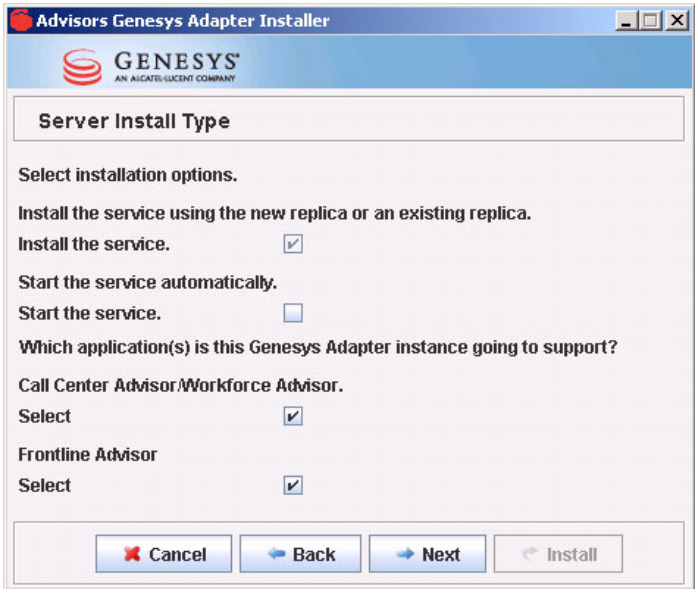

Figure 14: Server Install Type

If deploying the web application component, go to "Deploying the Web Application Component" on page 44.

If deploying the Resource Management Console, go to "Installing Resource Management Console" on page 55.

4. Select whether you want this Adapter instance to serve Contact Center Advisor/Workforce Advisor (CCAdv/WA), Frontline Advisor (FA), or both. Serving both FA and CCAdv/WA is not recommended for performance reasons.
5. Click `Next`. The `Installation Details` screen displays.

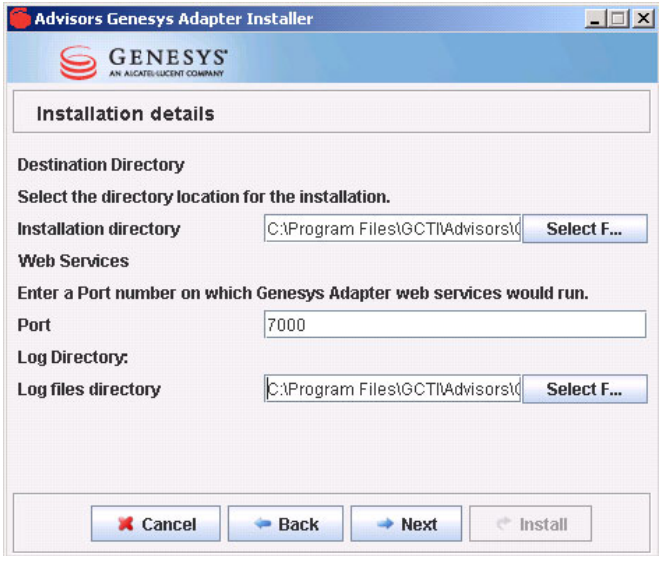

Figure 15: Installation Details

6. Specify the installation directory. The default installation directory is `C:\Program Files\GCTI\Advisors\Genesys\Adapter`.
7. Enter the port number that the Genesys Adapter web services will run on. You can use the default port, `7000`, if no other application is using that port.
8. Specify the directory in which the log files will appear.
9. Click `Next`. `The Java Development Kit` screen is displayed (Figure 16 on page 35).

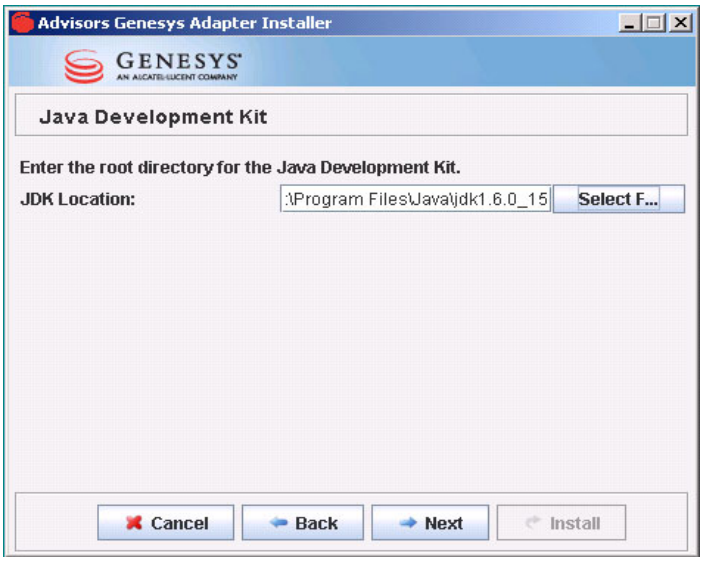

Figure 16: Java Development Kit Screen

10. Add the location of the root directory of the Java installation. Click `Next`. If this Adapter instance supports Contact Center Advisor (CCAdv), the CCAdv/WA Metrics Database Configuration screen displays.

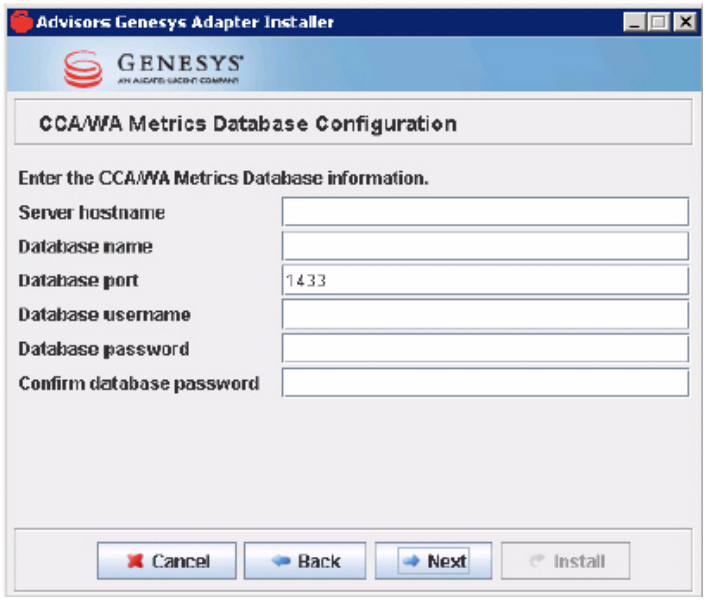

Figure 17: CCAdv/WA Metrics Database Configuration

11. Enter the host name or IP address of the machine where the CCAdv/WA metrics database is installed.

12. Enter the database name—for example, `advisors_gametricsdb`.

> Note: You will also need to create suitably named database objects for the Metric Graphing database. See Chapter 2 on page 17 for an example of how to create database objects.

13. Enter the user name and password of a user that will be used by the Adapter to access the database.
14. Click `Next`. If this Adapter instance supports Frontline Advisor, the `FA Database Configuration` screen displays.

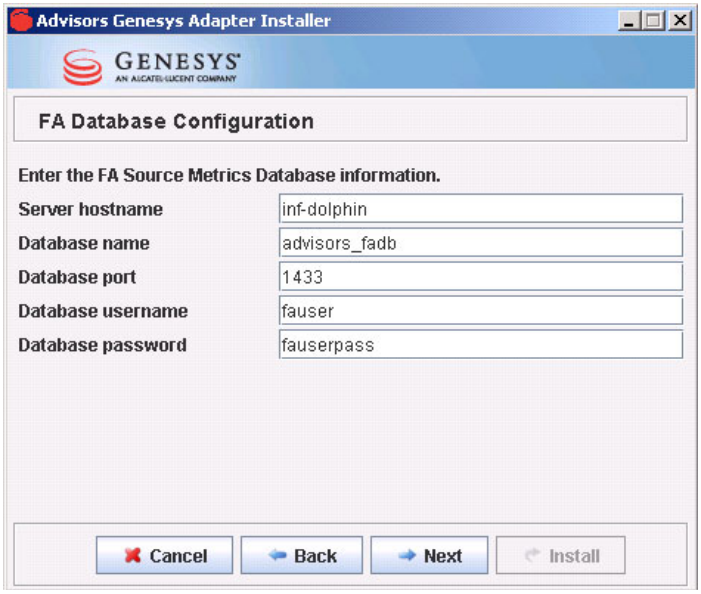

Figure 18: FA Database Configuration

15. Enter the host name or IP address of the machine where the FA Source Metrics database is installed.
16. Enter the database name.
17. Enter the user name and password of a user that will be used by the connector to access the database.
18. Click `Next`. The `Advisors Genesys Adapter Database Configuration` screen is displayed (Figure 19 on page 37).

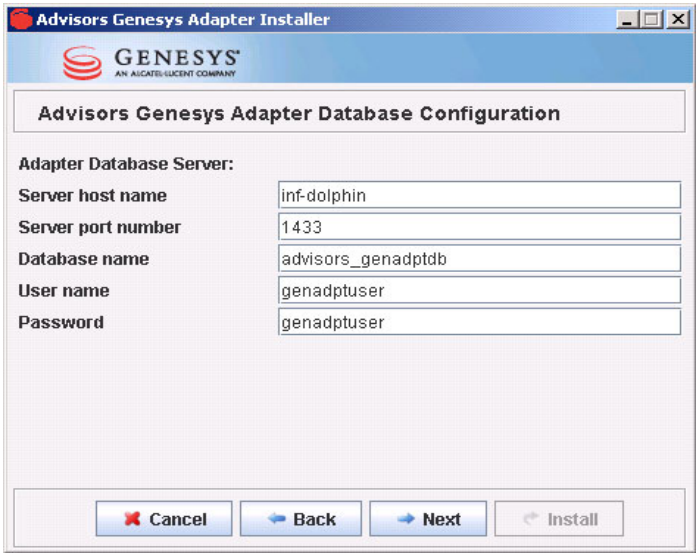

Figure 19: Adapter Database Configuration Screen

19. Enter the host name or IP address of the machine where the Genesys Adapter database is installed, along with the port number and database name.
20. Enter the user name and password for the user that will be used by the Adapter to access the Genesys Adapter database. This should match the user created earlier.
21. Click `Next`. The `Genesys Data Source Configuration` screen displays (see Figure 20 on page 38).

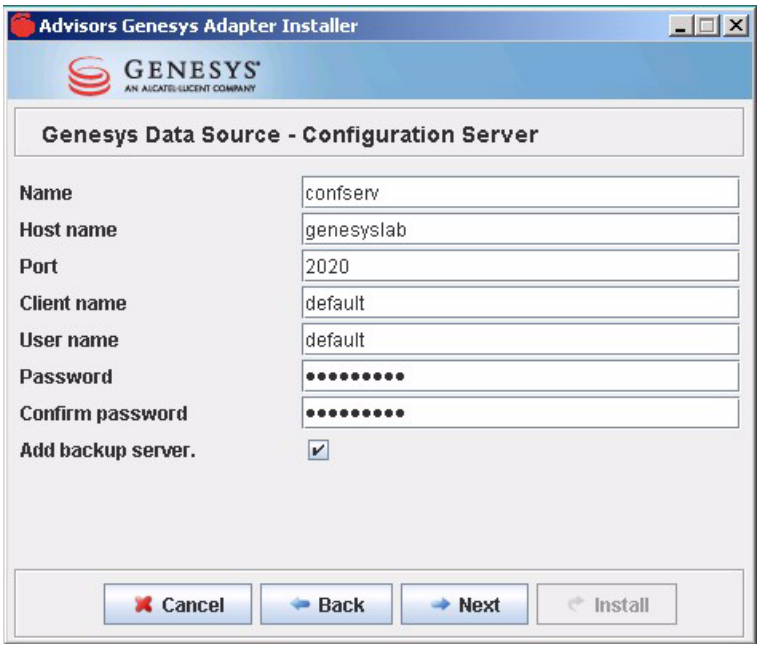

Figure 20: Genesys Data Source—Primary Configuration Server

22. Enter the information required for connecting to the primary (mandatory) Configuration Server in the Genesys environment.

- `Name`—The name of the primary configuration server. The name is obtained from the Configuration Manager (CM) and is case sensitive.
- `Host Name`—The name or IP address of the machine hosting the Configuration Server.
- `Port`—The port that the configuration server is listening on.
- `Client Name`—Enter the login credentials of the user account assigned for use by the Genesys Adapter to access the Configuration Server.
- `User name`—The user name of the account the Adapter will use to connect to the Configuration Server.
- `Password`—The password of the account the Adapter will use to connect to the Configuration Server.
- `Add backup server`—Optionally, select this checkbox to add and configure a backup Configuration Server.

Note: The backup Configuration Server can be, but does not need to be, configured in a high-availability pair in Genesys.

23. Click `Next`. If you opted to configure a backup Configuration Server, the configuration screen for the backup now displays.

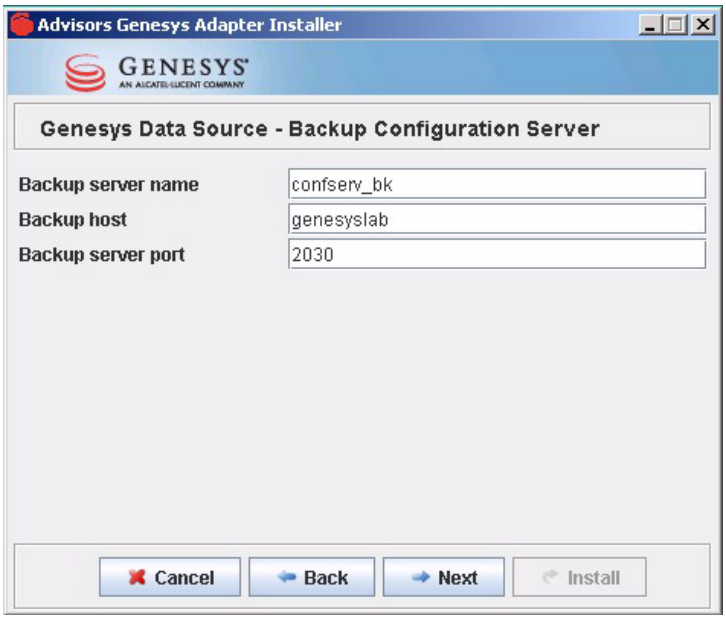

Figure 21: Genesys Data Source—Backup Configuration Server

24. Enter the information required for connecting to the backup Configuration Server in the Genesys environment.
    - `Backup server name`—The name of the backup configuration server. The name is obtained from the Configuration Manager (CM) and is case sensitive.
    - `Backup host`—The name or IP address of the machine hosting the backup Configuration Server.
    - `Backup server port`—The port that the backup Configuration Server is listening on.
25. Click `Next`. The Genesys Data Source Stat Server screen displays.

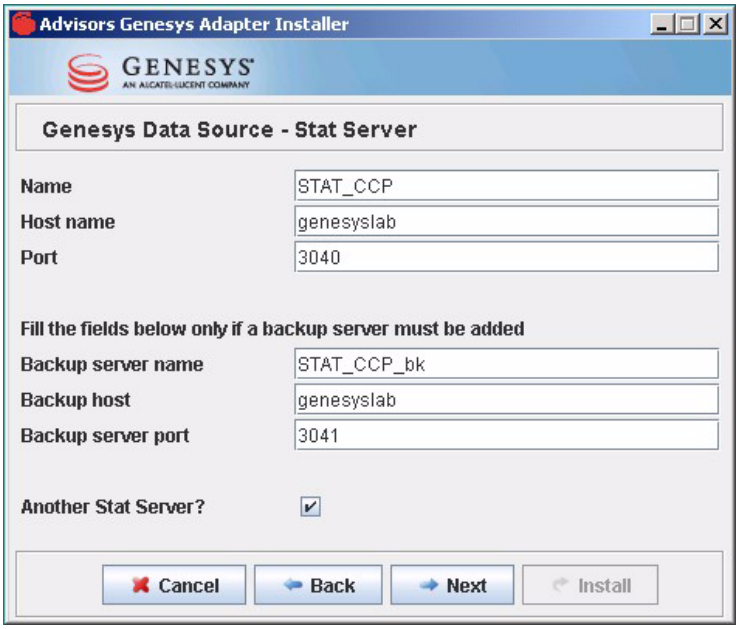

Figure 22: Genesys Data Source—Stat Server Configuration

26. Enter the information required for connecting to the first (mandatory) Stat Server in the Genesys environment.

For the first Stat Server:

- `Name`—The name of the Stat Server server. The name is obtained from the Configuration Manager and is case sensitive.
- `Host Name`—The name or IP address of the machine hosting the Stat Server.
- `Port`— The port that the Stat Server is listening on.

Optionally, specify the backup server parameters for the first Stat Server:

- `Backup server name`—Name of the backup Stat Server. This is obtained from the Configuration Manager.
- `Backup host`—Name or IP address of the machine hosting the backup Stat Server.
- `Backup server port`—The port on which the backup Stat Server listens.

To configure a second or subsequent Stat Server (or Stat Server pair), check the `Another Stat Server?` check box. Repeat this step for each Stat Server (pair) you want to add.

`Note:` Up to four additional Stat Server pairs can optionally be configured—that is, a total of 10 Stat Servers can be configured.

---

27. Click `Next`. The `Periodic Statistics Reissue Scheduling` screen is displayed (Figure 23 on page 41).

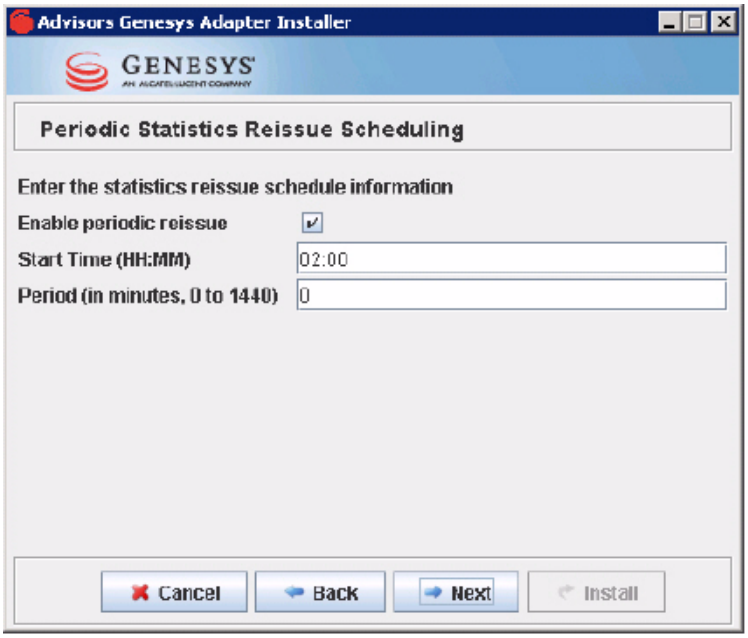

Figure 23: Periodic Statistics Reissue Scheduling Screen

28. If you want the Genesys Adapter to periodically reissue the Genesys statistics from the Genesys Configuration Server, check the `Enable` checkbox, then enter the 24-hour start time and period for the reissue schedule.

Notes:
1. Periodic reissue will not occur until after the initial reissue has been performed at the selected start time.
2. If the start time has already passed at the time of Genesys Adapter startup, the initial reissue will occur on the following day.
3. A period of `0` (zero) results in a period of `1440` minutes. Both values result in a once-per-day reissue.
4. The scheduling for overnight reissue of statistics does not take into account any local Daylight savings time changes.
   After the initial scheduling, even if the server local time is adjusted for Daylight savings, the reissue of statistics will continue to take place at the unadjusted time.
   If the Genesys Adapter is restarted after the Daylight time saving is executed, the reissue of statistics will resume at the scheduled time.

---

29. Click `Next`.

    If installing the server, the `Installation Progress` screen displays (Figure 24 on page 42).

> Note: You can only install a single component (the core service, the Admin Web component, or RMC) during a single installer run.

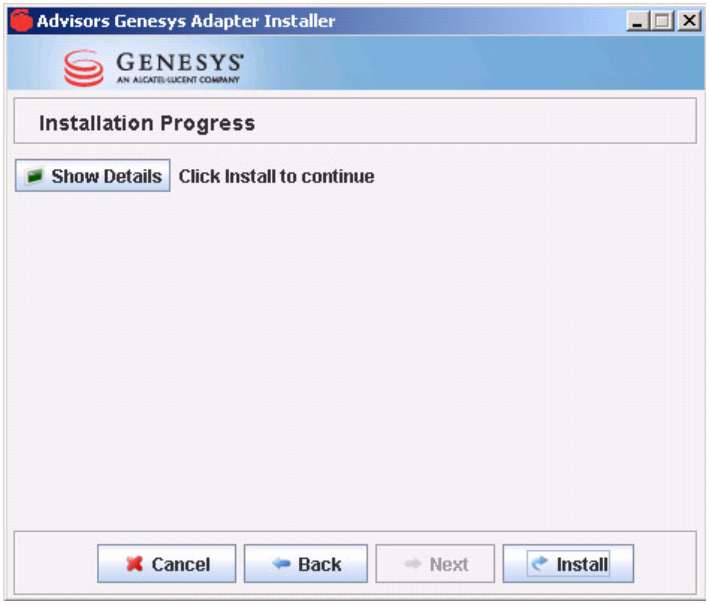

Figure 24: Installation Progress

30. Click `Show Details` then click `Install` and verify that there are no errors during installation.
31. For every Stat Server that you specified above (primary and backup), open the Stat Server configuration through the Configuration Manager and import the Advisor metrics. The metrics are stored in a file named `StatServerEntries.cfg`, and the file is located in `C:\Program Files\GCTI\advisors\Genesys\Adapter\CONF` (or wherever you selected to install the Genesys Adapter).

    This configuration file also contains settings for the Stat Server logging. The location of the log file can be changed by changing the following options in the Stat Server `Options` tab under the `Log` section:

    ```
    all=statserver.log
    standard=statserver.log
    ```

End of procedure

Operation of Stat Server Redundant Pairs

Genesys Adapter maintains connections to both the primary and the backup Stat Servers as long as they are available, but also requests the historical statistics from both the Stat Servers of the pair at the same time.

So, when connection to the primary is lost, Genesys Adapter switches over transparently to receiving Stat Server updates from the backup Stat Server. The historical counts therefore remain the same even after the switchover.

After the first switchover, the configured backup Stat Server is now treated as the new primary Stat Server, but when the old primary server comes back online, no automatic switchover takes place. Instead, all the historical statistics are now requested from the old primary Stat Server.

Because this Stat Server has just come back online, it needs to be given sufficient time to accumulate historical aggregated statistic counts. Because in CCAdv, OneDay metrics are used, there should be at least a day before the next switchover happens. If the switchover happens sooner, then those statistic values would be shown as aggregated from the time when the Stat Server came back online.

Modifying the XMLGen Configuration

Procedure: Modifying the XMLGen Configuration

Start of procedure

1. After installation of XMLGen, there should be a row in the Platform database in the `ICM_DATABASE` table corresponding to the CCAdv/WA Metrics database created in the previous steps. If not, add this row. This row is needed to ensure that XMLGen works properly with the metrics database.
2. Once the row is inserted, or if there is already an existing row for the metrics database, then 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 like Figure 25 on page 44.

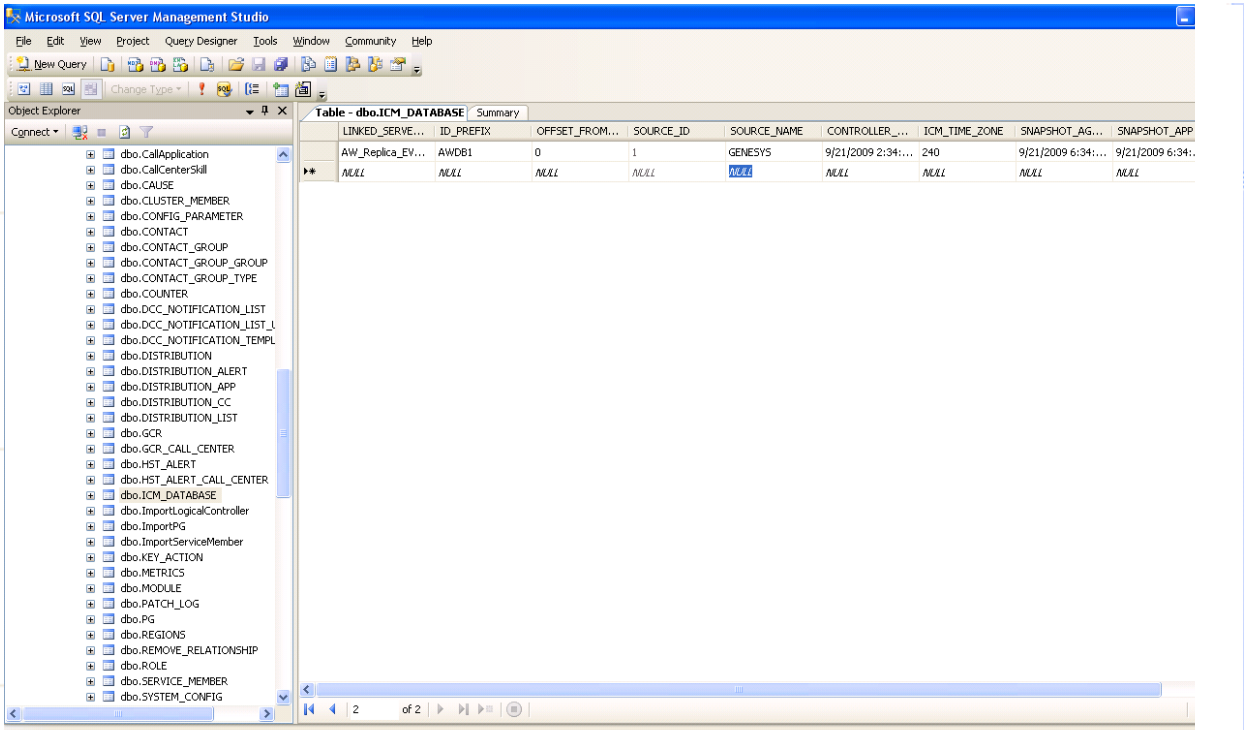

Figure 25: ICM_DATABASE Screen

End of procedure

Deploying the Web Application Component

The web application component must be deployed into a Geronimo instance that has the Platform installed on it. Once such a Geronimo instance has been set up, follow the steps below to deploy the web application component. Note that since CCAdv has already been deployed, this component can be deployed into the same Geronimo instance as the CCAdv application server.

Procedure: Deploying the Web application component

Start of procedure

1. On the machine with the Geronimo instance, run the Genesys Adapter installer.
2. Select `Deploy Administration Web` application.
3. Click `Next`. The `Advisors Server Destination Directory` screen displays.

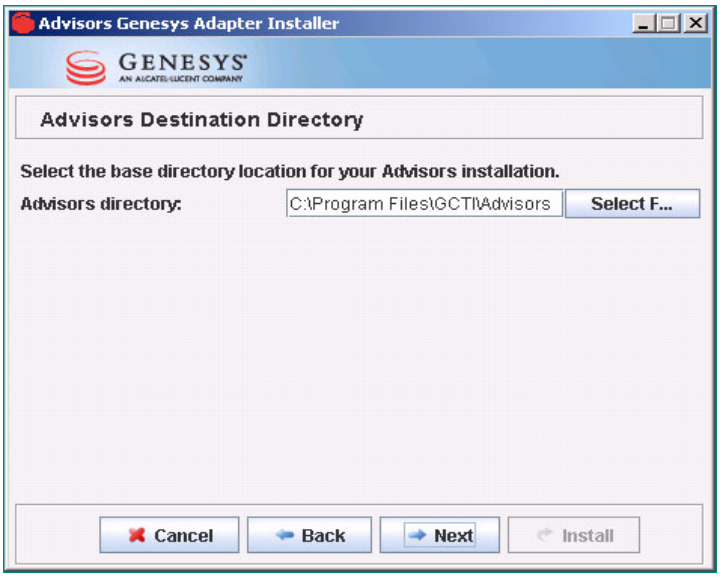

Figure 26: Advisors Server Destination Directory

4. Select the base location of the Advisors installation (that is, the base directory where the Platform components and Geronimo are installed).The default value is `C:\Program Files\GCTI\Advisors`.
5. Click `Next`.
6. An `Installation Progress` screen is displayed. Click `Show Details`, then `Install`. This starts the installation of files to the Advisors base directory.
7. Optionally, restart the Geronimo server at this point by opening the `Services` windows and restarting the service from there.

   Note: If you intend to install Resource Management, then this restart can be deferred until after Resource Management is installed, and you can proceed with installing SDS.

8. The Administration module should now be running, and is located at `http://<geronimo server IP>:<geronimo server port>/gc-admin/com.informiam.genesys.web.Administration/Administration.html`.

   Note: If the Administration module is not running, please use the `deploy list-modules` command to check its status.

9. Connect a web browser to verify (Figure 27 on page 46).

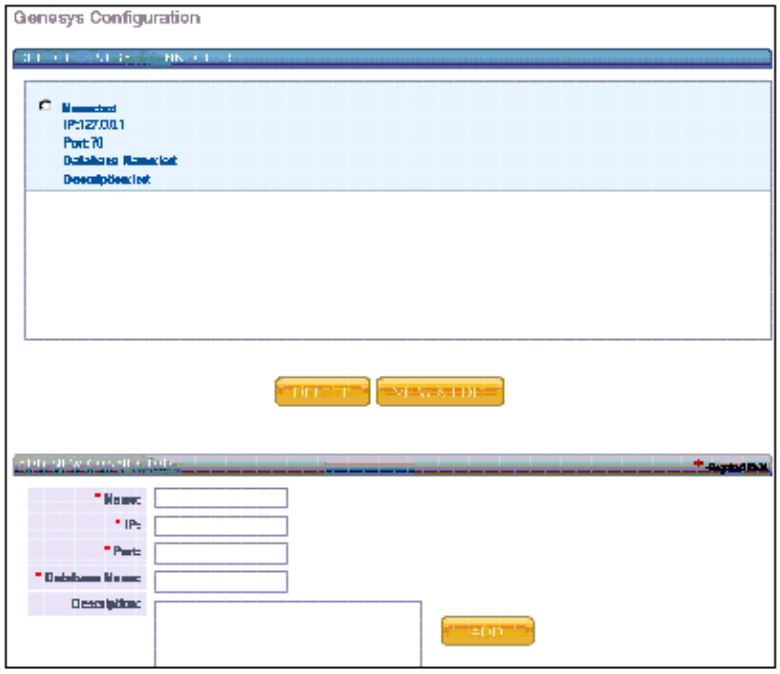

Figure 27: Genesys Configuration Administration

End of procedure

Installing the SDS Service

Note: SDS requires a 32-bit Java installation (JVM). SDS will run on a 64-bit operating system, including both Win2K8 and Win2K3 Server—but attempting to run the SDS startup executable against a 64-bit Java causes it to immediately shut down. SDS can be started and run from its batch file using 64-bit Java, but this requires a session to be always open on its server and is therefore not recommended. Java 32-bit can be run on 64-bit Windows operating systems.

Procedure: Installing the SDS service

Start of procedure

1. If an older version of SDS is already installed, uninstall it:
   a. Shut down the SDS service.
   b. In a command prompt, navigate to the `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
3. Choose a location on the server, and unzip the Supervisor Desktop Service zip file.
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 on which the SDS is going to be deployed, 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. Go to the `Application Templates` folder and import the application template called `Genesys_Desktop_763.adp`. This template is located with the SDS installation files.
6. Go to the `Applications` folder, then right click and select `New` in the right pane, and then select `Application`.
7. Select the `Genesys_Desktop_763` 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 (that is, the server that the SDS is going to be deployed on). If necessary, 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:
      - 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 example, `7260@inf-devlab`).
      - Update the following options under the `supervisor` section:
        — `calculated-statistics-enable` with value `true`.
        — `stat-on-request` with value `true`

— `stat-threads` with value `1`
— `stat-peeking` with value `false`

Note: The following setting:

`stat-threads=-1`

can be used to indicate “use all available processors”.

For smaller customers the following settings:
`stat-peeking=false`
`stat-refresh-rate=30`

can be used to create periodic SDS statistics polling at 30-second intervals.

The refresh rate can be increased for more frequent updates, at the cost of increased SDS and Stat Server load.

For larger customers the following setting:
`stat-peeking=true`

can be used to define on-demand statistics retrieval.

e. On the `Connections` tab, add connections to the T-Servers, Interaction Servers, and the Stat Server that the SDS will connect to.

f. Save the application.

8. Open the SDS application properties through the Configuration Manager again.

9. 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.

10. Go to the `Options` tab and double-click the `Supervisor` option. Add the properties in Table 1 for your e-mail messaging system.

Table 1: E-mail Properties

Property Name	Example Property Value	Description
email-sender-address	dcc@genesyslab.com	The `From` address used for all Resource Management notification e-mail messages
email-server	inf-sunfish.us.int.genesyslab.com	The mail server name
email-server-port	25	Default SMTP port
email-user		(No value/empty string)
email-authenticate		(No value/empty string)

Table 1: E-mail Properties (Continued)

Property Name	Example Property Value	Description
email-user-SSL		(No value/empty string)
password		(No value/empty string)

11. Verify that the T-Server(s), Interaction Server(s), and Stat Server(s) are configured with a correct host, that is, not with `localhost`.

    Note: The SDS uses the hosts that are configured in the Configuration Server for the T-Servers, Interaction 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 will try to connect to the server on which it is installed. This will not work if the SDS and the other servers are installed on different machines.

12. If the user that the SDS will use has already been configured, skip this step. In the Configuration Manager, 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.
13. 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`
14. 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.
15. Add permissions as follows:
    - For single tenant installations, add `Spv` to the Administrators group for the Environment:
      i. Under `AccessGroups`, select `Administrators`, then right-click.
      ii. Select `New --> Shortcut to Person`. Locate and add `Spv`.

- 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 might want to create a separate access group for the `Spv` user that contains these required permissions.

16. In the folder containing the Supervisor Desktop Service installation package, run `setup.exe`. The SDS Installation screen displays.

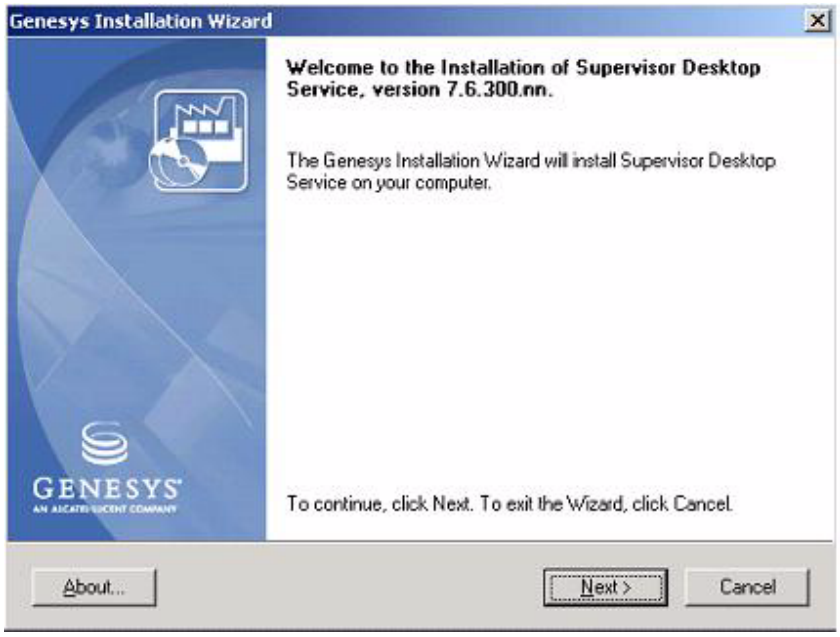

Figure 28: SDS Installation Screen

17. Click `Next`.The `Connection Parameters` screen is displayed.

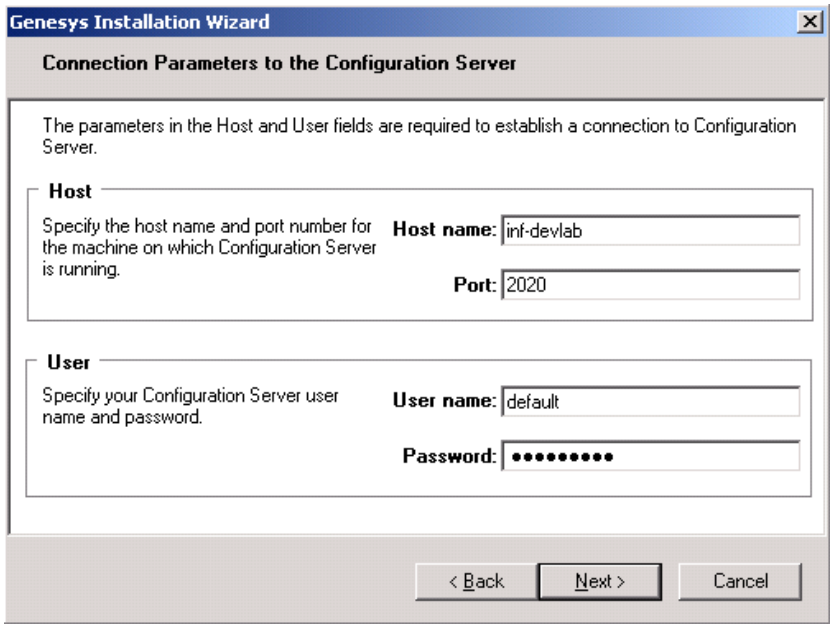

Figure 29: Connection Parameters Screen

18. Enter the host name and port number for your Configuration Server, then enter the Configuration Server user name and password, and click `Next`. The `Select Application` screen is displayed.

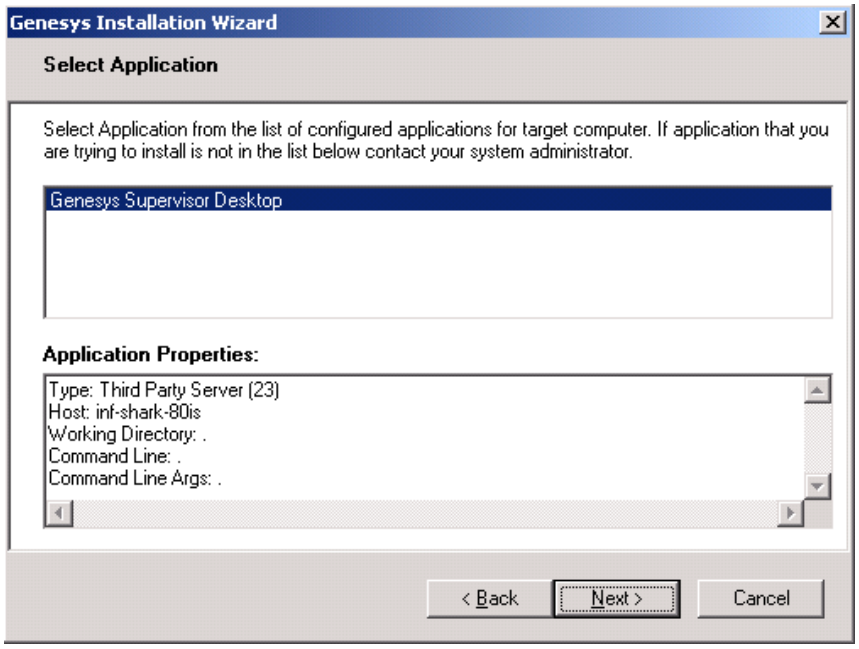

Figure 30: Select Application Screen

19. Select the application you created earlier (in Step 6) and click `Next`. The `Choose Destination Location` screen is displayed.

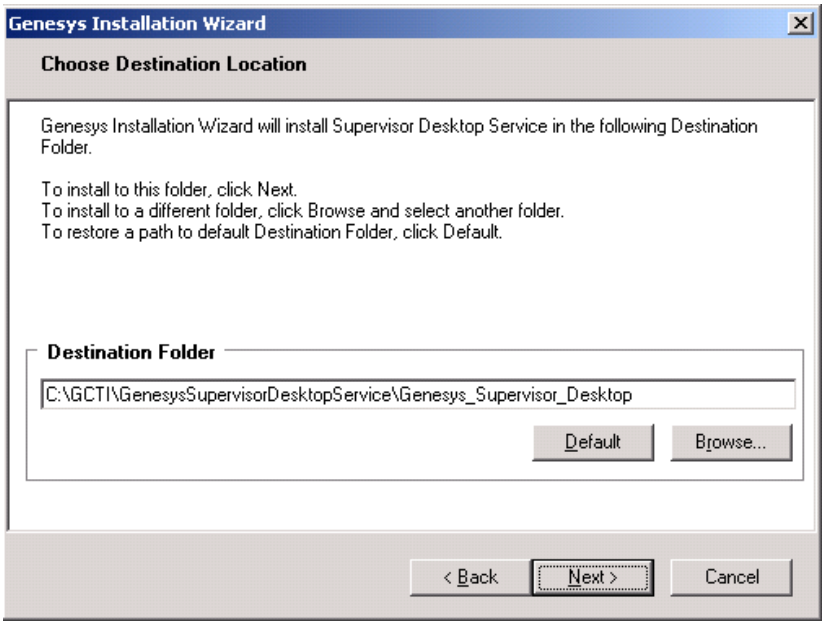

Figure 31: Choose Destination Location Screen

20. Choose the destination folder where the SDS files will be installed and click `Next`. The `Connection Parameters to Backup Configuration Server` screen is displayed.

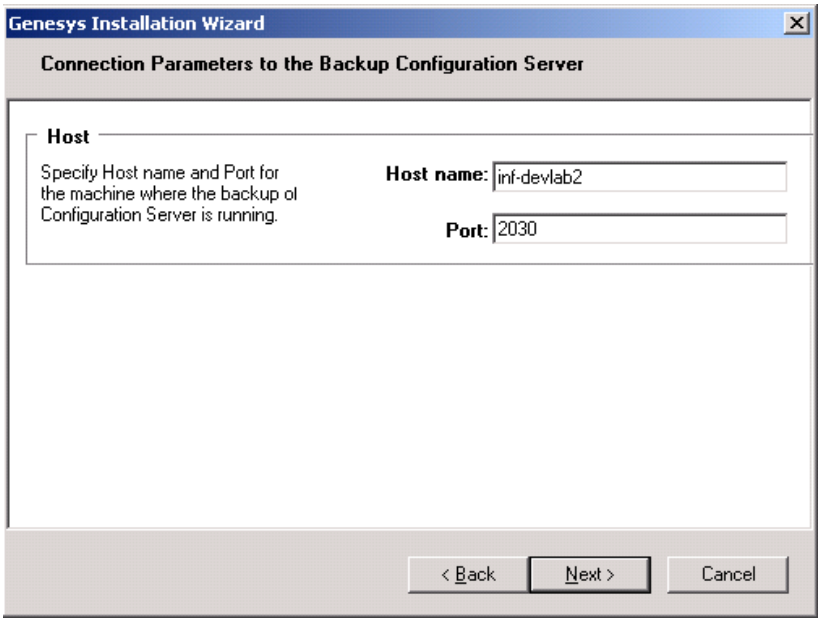

Figure 32: Connection Parameters to Backup Configuration Server

21. If a backup Configuration Server is present, enter the associated host name and port number and click `Next`. The `Configuration Parameters` screen is displayed.

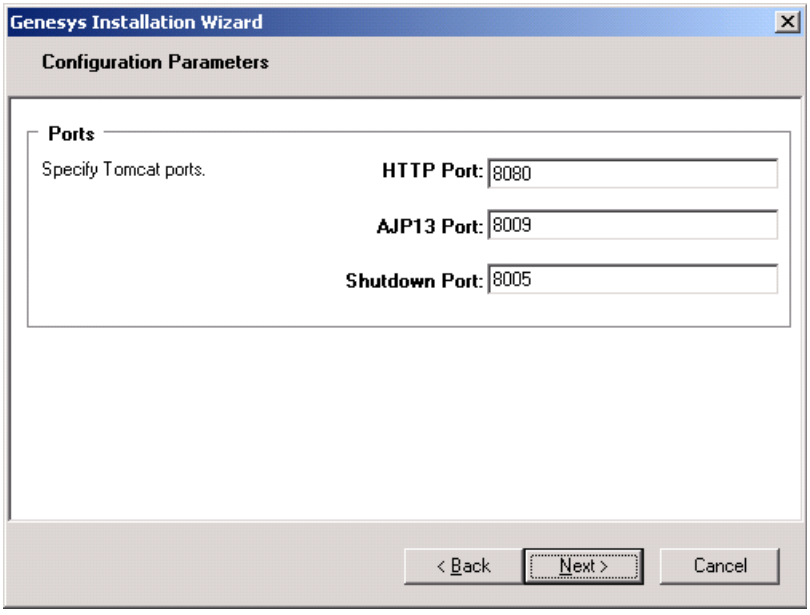

Figure 33: Configuration Parameters

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

    The `Ready to Install` screen is displayed.

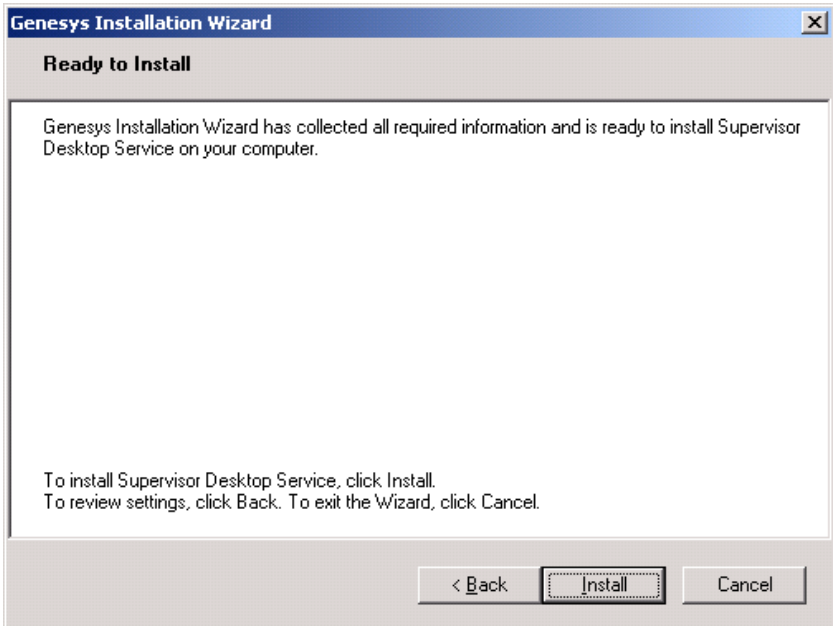

Figure 34: Ready to Install Screen

23. Click `Install`.
24. When the `Installation Complete` screen is shown, click `Finish`.
25. In the Configuration Manager, edit the options for your Stat Server application:
    a. Import the file `GSupervisorDesktopServiceStats.cfg` (found under the `Genesys_Supervisor_Desktop` folder of your installation directory) into the Stat Server application options. Do not overwrite or reload the existing options.
    b. When prompted, choose to overwrite the `Objects` fields for two statistics.
26. In the Configuration Manager, browse to the scripts for the tenant(s) that you use for the SDS installation

    In a pre-7.6 Configuration Manager installation, these would appear under `Resources/Scripts`.

    In a 7.6+ Configuration Manager installation, these would appear under `Tenant/Scripts`.

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

End of procedure

Installing Resource Management Console

Procedure:
Installing Resource Management console

Start of procedure

1. On the machine with the Geronimo instance, run the installer. Click `Next` at the installation screen (see Figure 12 on page 32).
   The `Installation Type` screen is displayed (Figure 13 on page 33).
2. Select `Deploy Resource Management Console` and click `Next`.
   The `Advisors Server Destination Directory` screen displays (see Figure 26 on page 45)
3. Select the base location of the Advisors installation (that, the base directory where the Platform components and Geronimo are installed). In most cases, this is `C:\Program Files\GCTI\Advisors`.
4. Click `Next`.
   The `Genesys Advisor Platform Database` screen displays (see Figure 35).

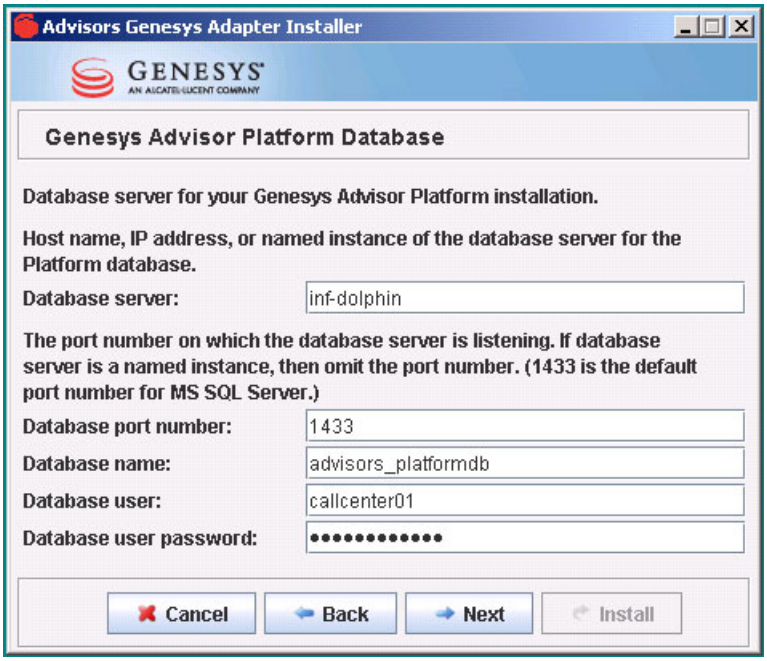

Figure 35: Genesys Advisor Platform Database

5. Type the host name or IP address of the machine where the Genesys Advisor database is installed.
6. Type the database name.

7. Type the user name and password of a user that will be used by the Adapter to access the database.
8. Click Next. The Installation Progress screen displays.
9. Click Show Details then Install.
10. Edit the RMCInfo.xml configuration file, found in:

    ```
    Advisors\geronimo-tomcat6-minimal-2.1.3\repository\com\informiam\genesys\rmc-web\<version> \rmc-web-8.0.000_<version>.war
    \WEB-INF\classes
    ```

    (All SDS-prefixed properties refer to the SDS Service, installed earlier. All CCAdv/WA-prefixed properties refer to the CCAdv/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 or SDS_Password.
    d. CCAWA_IP—The IP address for the CCAdv/WA server host
    e. CCAWA_Port—The port number for the CCAdv/WA server (default 8080).
11. In the same directory as RMCInfo.xml, edit DatabaseConf.xml. These properties reference the Genesys Advisors database, created earlier in this process. Use the following values:
    a. serverName—The name of your SQL Server host
    b. databaseName—The name of your Advisors Platform database (for example, advisors_platformdb)
    c. username—The user associated with the database (for example, callcenter01)
    d. password—The password for the above user
12. In order to access the Resource Management Notification administration pages through the Advisors 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).
13. Open the services windows and restart the Geronimo server.

End of procedure

Automated Installation Options

In addition to installing Genesys 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 must locate the necessary password properties, uncomment them, and then add the actual password values. For example:

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

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

Note: Note that the `ant.install.properties` file must be present in the same directory.

The installer will only create the logging directory when run in manual or semi-silent mode. If the installer is run in silent mode, or if the logging directory has been deleted after installation, the Genesys Adapter will create the directory at startup.

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 resemble the following:

```
$ java -jar gc-installer-<version #>.jar swing-auto
Loading self extractor...
Install Successful.
```

A failed installation will resemble the following:

```
$ java -jar gc-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.)

Troubleshooting Installation Errors

Table 2 lists parameter validation errors that you may encounter at the end of installation.

Table 2: Installation Error Messages

Error Message	Cause
[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.xx.yy:nnn;DatabaseName=ys_gadb;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.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.	Wrong database server name / IP address or port number
[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.xx.yy:nnnn;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.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."	Wrong database name
[java] Exception while connecting: Login failed for user 'badUserId'. [java] url used: jdbc:sqlserver://192.168.xx.yy:nnnn;DatabaseName=ys_gadb;selectMethod=cursor;user=badUserId;password=very_secure_password	Wrong database user name or password

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.

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 3 describes and illustrates the type conventions that are used in this document.

Table 3: Type Styles

Type Style	Used For	Examples
Italic	• Document titles • Emphasis • Definitions of (or first references to) unfamiliar terms • Mathematical variables 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 page 65).	Please consult the *Genesys Migration Guide* for more information. Do *not* use this value for this option. A *customary and usual* practice is one that is widely accepted and used within a particular industry or profession. The formula, $x + 1 = 7$ where *x* stands for . . .

Table 3: Type Styles (Continued)

Type Style	Used For	Examples
Monospace font (Looks like `teletype` or `typewriter text`)	All programming identifiers and GUI elements. This convention includes: • The *names* 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. • The values of options. • Logical arguments and command syntax. • Code samples. Also used for any text that users must manually enter during a configuration or installation procedure, or on a command line.	Select the `Show variables on screen` check box. In the `Operand` text box, enter your formula. Click `OK` to exit the `Properties` dialog box. T-Server distributes the error messages in `EventError` events. If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls. Enter `exit` on the command line.
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 (< >)	A placeholder for a value that the user must specify. This might be a DN or a port number specific to your enterprise. **Note:** 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.	`smcp_server -host <confighost>`

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