Genesys Pulse Deployment Guide

Optional: Deploy Genesys Pulse Pull Collector

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Optional: Deploy Genesys Pulse Pull Collector

Genesys Pulse Pull Collector is installed during the Genesys Pulse installation into the <Genesys Pulse installation folder>/pull-collector directory. It is used to push third-party applications' (such as Genesys Knowledge Center, Genesys Web Engagement, Universal Contact Server) data into Genesys Pulse for visualization. Genesys Pulse Pull Collector processes widgets which are created from third-party templates and stores snapshots into the Genesys Pulse Collector output folder. Genesys Pulse Pull Collector should be running on the same host as Genesys Pulse Collector.

Configuration

1. Make sure that Genesys Pulse Collector is configured correctly.

2. Find the `application.conf` file in the `<Genesys Pulse installation folder>/pull-collector` directory and configure the following parameters:

   - **database**

     - **type** – type of Genesys Pulse database; valid values: `postgres`, `mssql`, and `oracle`

     - **username** – username to connect to Pulse DB

     - **password** – password to connect to Pulse DB

     - **database.url** – URL to connect to Pulse DB:

       - For Oracle it should be like `jdbc:oracle:thin:@//<host>:<port>/<dbname>`

       - For PostgreSQL it should be like `jdbc:postgresql://<host>:<port>/<dbname>`

       - For MSSQL it should be like `jdbc:sqlserver://<host>:<port>;databaseName=<dbname>`

     - **database.poller.interval** – database polling interval in seconds
       Default value: 15

   - **output**

     - **directory** – output directory for snapshots. Must point to the same directory as configured for regular Genesys Pulse Collector, started on the same host.

     - **file.ext** – snapshot files extension. Must be the same as the value of the **[transport-file]/output** option in Genesys Pulse Collector application object.

     - **compression.type** – file compression method. Must be the same as the value of the **[transport-file]/compression-method** option in Genesys Pulse Collector application object.

   - **layout**

- **type** – type of layouts for which Genesys Pulse Pull Collector collects data.
  Default value: "ltOTHER"
  Valid values: "ltGENERIC", "ltOTHER"

- **other_layout_type** – sub-type of layouts, effective together with layout.type = ltOTHER
  Valid values: any string

- **application.name** – name of the Genesys Pulse application object

HA and Cluster Configuration

Genesys Pulse Pull Collector instance should be running per each Genesys Pulse Collector instance in the HA pair or in the Cluster.

> ### Important
>
> There is no load distribution between Genesys Pulse Pull Collectors in the cluster configuration. Each Genesys Pulse Pull Collector instance processes the same amount of data.

How To Run Genesys Pulse Pull Collector

Run as a Service on Windows

To create a Windows service, perform the following steps:

1. Navigate to the `pull-collector` installation directory, which contains the `pull_collector_service.ini` and `pull_collector_service.exe` files.

2. Edit the `pull_collector_service.ini` service configuration file by replacing the JVMPath value with the absolute path to the `jvm.dll` file in your host environment.

3. To start the service, run the following command in the Windows command prompt:

   ```
   sc.exe create pull-collector start=auto
    binPath="\"<path_to_pull_collector_service.exe>\" -service pull-collector -immediate"
   ```

   where *<path_to_pull_collector_service.exe>* is the full path to the `pull_collector_service.exe` file.

4. If needed, you can manage the service using the SC command in the Windows command prompt:

   ```
   sc.exe start pull-collector
    sc.exe stop pull-collector
   ```

Run as a Service on Linux

Create a separate `systemd` service configuration file for Genesys Pulse Pull Collector.

For example, create the `systemd` service configuration file /etc/systemd/system/pulse-pullcollector.service with the following content:

```
[Unit]
Description=Genesys Pulse Pull Collector

[Service]
ExecStart=<absolute path to java executable> -jar path/to/installation/pulse-pull-collector.jar
WorkingDirectory=<absolute path to the Genesys Pulse Pull Collector directory>

[Install]
WantedBy=multi-user.target
```

You can use `systemctl(1)` to manage these services. Type man `systemctl` for more information.