Genesys Info Mart Deployment Guide

Installing Genesys Info Mart

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This page provides a high-level overview of the steps to prepare the Genesys Info Mart Server host and install the Genesys Info Mart application and Genesys Info Mart Manager, the user interface for administering Genesys Info Mart operations.

Before You Proceed

Before you can install Genesys Info Mart components, make sure that you have:

- Configured the Application object for Genesys Info Mart Server. For more information, see Configuring the Genesys Info Mart Application.
- Set Genesys Info Mart–related options in relevant configuration objects. For more information, see Configuring Supporting Objects.

Overview: Installing Genesys Info Mart and Genesys Info Mart Manager

1. **Prepare the Genesys Info Mart Server host.**
   Verify and, if necessary, install or modify system information about the following supporting software components:

   - Genesys Local Control Agent (LCA)

   - Java Development Kit (JDK) or Server Java Runtime Environment (Server JRE), including the **PATH** and **JAVA_HOME** environment variables

   - The Java Database Connectivity (JDBC) driver, including the **CLASSPATH** environment variable

     For more information, see Preparing the Genesys Info Mart Server host.

2. **(Optional) Enable** Transport Layer Security (TLS)**Transport Layer Security (TLS) protocol on the connections from Genesys Info Mart Server to Configuration Server and Message Server.**
   For more information, see Enabling Secure Connections.

3. **Install the Genesys Info Mart Server application.**
   Install Genesys Info Mart Server, using instructions that are appropriate to your environment:

   - Installing the Genesys Info Mart application (Windows)

   - Installing the Genesys Info Mart application (UNIX)

4. **Verify the Genesys Info Mart Server host setup.**
   Verify that the operational parameters of the Genesys Info Mart Server host conform with Genesys Info Mart requirements. For more information, see Verifying Host Requirements.

5. **Install Genesys Info Mart Manager, the management GUI for monitoring and controlling**

Genesys Info Mart jobs.
Install and then open Genesys Info Mart Manager. For more information, see:

- Installing Genesys Info Mart Manager

- Accessing Genesys Info Mart Manager

6. **Ensure time synchronization in the deployment.**
Verify that the system times are synchronized on all hosts on which Genesys applications and databases are running. Otherwise, Genesys Info Mart might report inaccurate data.