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# Genesys Skills Management Automated Install and Upgrade Guide

Command Line Installation

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# Command Line Installation

Copy the release package to the web server. Start a command line console (cmd.exe) window in administrator mode.

Run msixexec with the name of the Skills ManagementSetup\_v4.1.0.msi to begin the installation, e.g.:

```
msiexec /i Skills ManagementSetup.msi
```

Ensure that the “Skills ManagementSetup.msi” value is modified to match

Additional parameters can also be used to provide values for variables required by the installer. The following table provides information about these additional parameters.

Parameter	Default value	Explanation
SERVICESFOLDER	x:\SLS\Websites\Services	The folder in which the services will be installed.
SERVICESVIRTUALDIR	Services	The virtual directory that will be created in IIS that points to the services folder.
PORTALFOLDER	x:\SLS\Websites\Portal	The folder in which the Portal website will be created.
PORTALVIRTUALDIR	Portal	The virtual directory that will be created in IIS that points to the Portal folder.
PERFDNAFOLDER	x:\SLS\Websites\performancedna	The folder in which the Performance DNA website will be created.
PERFDNAVIRTUALDIR	performancedna	The virtual directory that will be created in IIS that points to the Performance DNA folder.
LOGINFOLDER	X:\SLS\Websites>Login	The folder in which the Login website will be created.
LOGINVIRTUALDIR	Login	The virtual directory that will be created in IIS that points to the Login folder.
MISCFOLDER	x:\SLS\	The folder in which the Reports, Logs and QMedia folders will be created.
DBSERVER	.	The database server name to use for configuration and installation of databases.
TRAINING MANAGERDB	Training Manager	The name for the Training Manager database
REPORTSDB	Skills ManagementReports	The name for the Reporting database
PERFDNADB	PerformanceDNA	The name for the Performance

Parameter	Default value	Explanation
		DNA database
DNADB	DNA	The name of the DNA database
DBAUTH	SQL	The authentication method to use in the connection strings created in the various service / website configuration files. Can be either <b>SQL</b> or <b>WIN</b> (SQL Server authentication or Windows authentication).
DBUSER		The user to create in SQL Server, and the user to use in connection strings if the selected DB authentication method is <b>SQL</b> .
DBPASSWORD		The password to use for the DBUser, if DB authentication is <b>SQL</b> .
DBINSTALLAUTH	WIN	The authentication method to use whilst installing the database. As per DBAUTH.
DBUNINSTALLAUTH	WIN	(Uninstall only) The authentication method to use whilst uninstalling the database. As per DBAUTH.
DBINSTALLUSER		If the install/uninstall authentication mode is <b>SQL</b> , this is the username used to install the database.
DBINSTALLPASSWORD		If the install authentication mode is <b>SQL</b> , this is the password used to install the database.
SITEHOSTNAME	localhost	The site name that the services will be registered against in the config files, and the hostname used when showing the post-install page.
SERVICEALLOWANON	Yes	<b>Yes</b> if the services should be configured to run under anonymous access, anything else if the services should be configured to use Windows Authentication.  Note that the <b>Yes</b> is case-sensitive.
USEHTTPS		<b>Yes</b> if the websites and services should be configured to run under HTTPS, anything else if the services should be configured to use HTTP.  Note that the <b>Yes</b> is case-sensitive.
REMOVEDBS		(Uninstall only) <b>Yes</b> if the databases

Parameter	Default value	Explanation
		<p>should be removed by the installer. Anything other than <b>Yes</b> will mean the databases are left as they are.</p> <p>Note that the <b>Yes</b> is <i>case-sensitive</i>.</p>
REMOVEUSER		<p>(Uninstall only) <b>Yes</b> if the SQL server user should be removed by the installer (only has any effect if REMOVEDBS is also <b>Yes</b>).</p> <p>Anything other than <b>Yes</b> will mean the users are left as they are.</p> <p>Note that the <b>Yes</b> is <i>case-sensitive</i>.</p>
STSENABLED		<p>Set this property to <b>Yes</b> if you want to enable AD authentication via the STS service.</p> <p>Note that the <b>Yes</b> is <i>case-sensitive</i>.</p>
STSCERTTHUMBPRINT		<p>Set this property to the certificate thumbprint of the certificate that you want to use. This should be a single string with no spaces. Also, ensure that you delete the invisible character at the beginning of the string if you copy and paste it from the certificate properties.</p>
TENANTADMINLOGIN		<p>Set this property to the tenant administration administrator username.</p>
TENANTADMINPASSWORD		<p>Set this property to the tenant administration password.</p>

## Additional options

### Logging

To get a complete log of all output from the install, you should include:

```
/l*v logFileName.txt
```

### UI visibility

/q – don't show the user interface

/passive – shows a basic progress bar

### Advanced installation

This installation specifies a value for all the properties. No user interface will be displayed and all installer steps are logged to log.txt.

```
msiexec /i Skills ManagementSetup.msi
```

```
PERFDNAVIRTUALDIR="performancedna" PORTALVIRTUALDIR="trainingmanagerportal"  
LOGINVIRTUALDIR>Login" SERVICESVIRTUALDIR="services" PLANNERDB="TrainingManager"  
PERFDNADB="PerformanceDNA" REPORTSDB="PerformanceDNAReports" DNADB="DNA"  
MISC_FOLDER="C:\Genesys\Misc" PORTAL_FOLDER="C:\Genesys\Websites\Portal"  
PERFDNA_FOLDER="C:\Genesys\Websites\PerformanceDNA" LOGIN_FOLDER="C:\Genesys\Websites\  
Login" SERVICES_FOLDER="C:\Genesys\Websites\Services" DBUSER="pdnauser"  
DBPASSWORD="pdn4u53r" DBSERVER="localhost" DBAUTH="SQL" DBINSTALLAUTH="SQL"  
DBINSTALLUSER="sa" DBINSTALLPASSWORD="sa" SITEHOSTNAME="www.blue.com"  
SERVICE_ALLOWANON="Yes" USEHTTPS="No" TENANTADMINLOGIN="admin"  
TENANTADMINPASSWORD="notpassword" STSENABLED="No" STSCERTTHUMBPRINT="" /q /l*v  
log.txt
```

#### Tip

If you set the USEHTTPS parameter to "Yes" then all the applications and services will be configured in IIS to use HTTPS rather than HTTP. Note that in this event, you should ensure that your webserver has a valid HTTPS binding, and that the host name you enter is valid for the certificate configured for the site in IIS.

#### Tip

If you wish to upgrade Skills Management from version 4.2.0 or earlier, you must first uninstall the old Skills Management server components via Control Panel -> Programs and Features before running the installer/installing via the command line parameters.

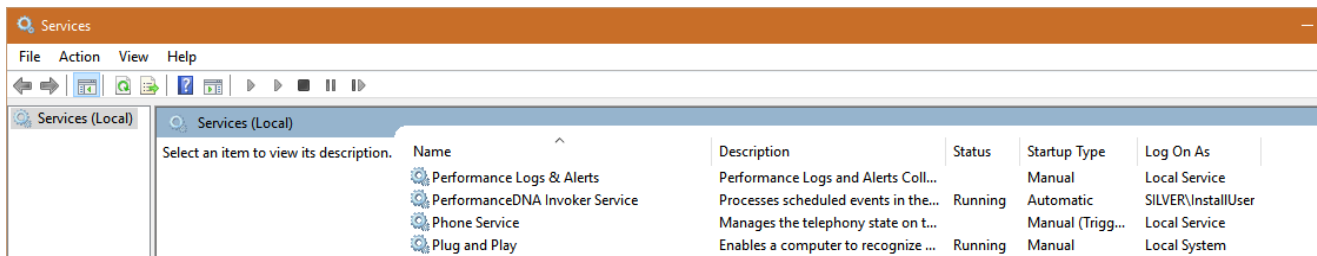
If you've previously installed/upgraded the software via the automated setup application or command line program, ensure that you input the same command line settings when upgrading to a newer version.

If you require DNA, follow the steps to configure DNA from the **Performance DNA v9.0.0.0 Manual Installation Guide**.

If you require STS and/or the Notifications client, follow the steps in the **Installing and configuring AD authentication via the SLS Secure Token Service** and **Notifications 1.0 Client v9.0.0.0 Installation Guide** documents.

### Check service credentials

Verify the credentials you entered were correct by checking the **Services** Administrative Tool. Locate the **Skills Management Invoker Service** in the list of services, and ensure it is running. If it is not, this may be because the service account was not given log on as a service rights.



If the service is not running and you are using a local computer account (rather than a domain account) you can double-click the service and correct the credentials in the **Log On** tab.

If you are using a domain account, ensure that it has the rights to log on as a service and refresh the local group policy by running **gpupdate /force** from an elevated command prompt.