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# Genesys Skills Management Installation Guide for Microsoft Azure

Genesys Skills Management 9.0

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# Genesys Skills Management Installation Guide for Microsoft Azure

This guide provides instructions for installing or upgrading the Genesys Skills Management suite via Microsoft Azure PowerShell deployment script.

## Prerequisites

Azure PowerShell Az module must be installed on the machine being used for the deployment. You can download and install the PowerShell Command-line tools for Azure Az from <https://www.microsoft.com/en-us/download/details.aspx?id=54616> - Command-line tools, PowerShell, Windows install. (The machine may require a restart during this process.)

You need PowerShell 5.1 or higher to install the Azure PowerShell Az module.

The release package should be copied to the machine being used for the deployment.

# Azure Deployment

Follow the steps below to deploy Genesys Skills Management to a Microsoft Azure account.

1. Start Windows PowerShell.
2. Browse to the **Release package\Azure** directory.
3. Login to your Azure account by entering `Login-AzureRmAccount` and pressing Enter, then entering your credentials into the **Login** popup dialog.
4. To obtain a full list of configuration parameters, run the command `Get-Help .\Setup-GenesysSkillsManagementAzure.ps1 -Full`
5. Start the **Setup-GenesysSkillsManagementAzure.ps1** script by entering `.\Setup-PerformanceDnaAzure.ps1`. The script will prompt for the following details:
  - **Name** - Specify the name of the web application here and press Enter.
  - **SqlDatabasePassword** - Specify the password for the database user here and press Enter. You must specify a password that meets the security and complexity requirements in place in your environment.
  - **StartIPAddress** - Address of the machine you're installing from. We recommend using [findmyip.org](http://findmyip.org) or similar service to find the machine's external IP address. This is required to open firewall ports to the Azure SQL database during the deployment process.
  - **Tenant Administrator Username and Password** - If your tenant administrator password is invalid (for example, if it no longer meets length/complexity requirements), you will be asked to set a new password and, optionally, tenant administrator username.

When prompted to confirm whether you want to update resources, enter 'Y' and click Enter.

## Caveats

When specifying the application name, be sure not to use the name of a web application that already exists as it will be deleted as part of the deployment process.

Crystal Reports functionality is not supported when deploying Skills Management to Microsoft Azure.

HTTPS is only supported with certain Azure accounts.

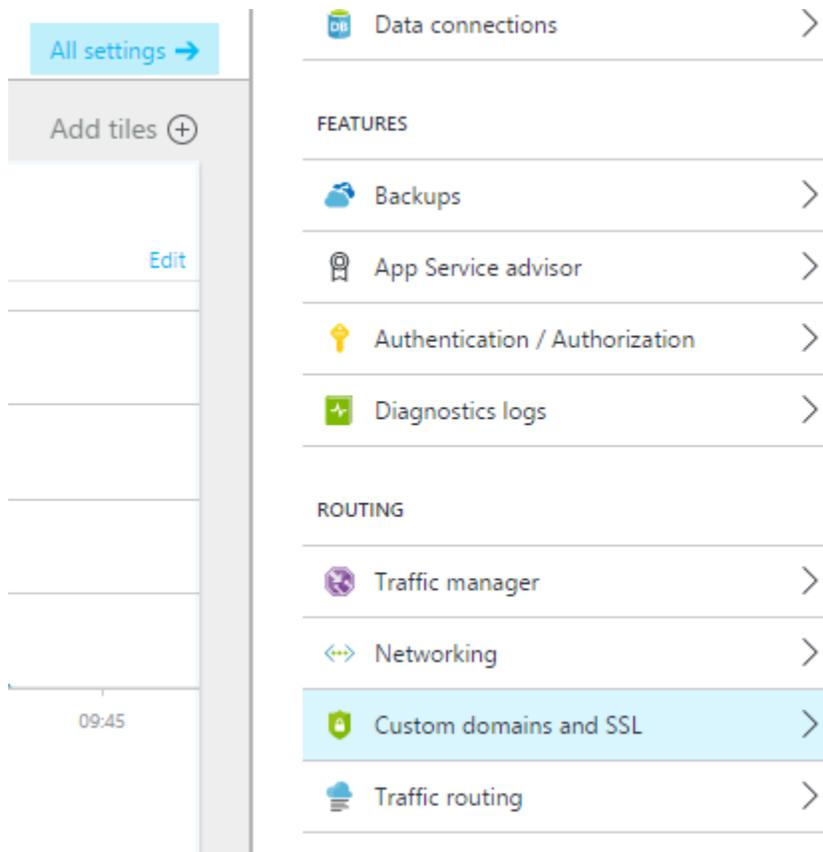
Auxiliary applications such as the DNAImport service and Learning Item auto-assignment application cannot be deployed to an Azure account.

## Web Jobs

- **Invoker Service** - This job is used for events that happen in the system such as queuing scheduling requests.

# Custom Domains

Once Skills Management has been deployed custom domains and SSL can be configured. To do this, log in to the azure portal, choose “App Services” from the menu and select the Skills Management Web app. From here choose “All settings” and then “Custom domains and SSL”:



This will take you to the following configuration dialog:

**Custom domains and SSL**  
skillspordaldemo

Save Discard Buy Domains Bring External D.. More

MANAGED DOMAINS	EXPIRES	STATUS
No results		

**HOSTNAMES ASSIGNED TO SITE**

skillspordaldemo.azurewebsites.net

**Certificates**  
You have no certificates. Upload a certificate now to get started.

**SSL bindings**

HOST NAME	CERTIFICATE	SSL TYPE
No results		

Choose domain Choose certificate SNI SSL

From here you can buy or bring external domains and import SSL certificates.

# Optional Command Line Parameters

The following parameters can be passed into the setup script using the following format -'parameter name' 'value' (without apostrophes, Boolean values are \$true and \$false):

Parameter	Description	Data type	Required
Name	The name of the web site	String	✓
ResourceGroupName	The name of the resource group	String	
SqlDatabaseUserName	Username for the SQL database	String:Defaults to "slsuser"	
SqlDatabasePassword	Username for the SQL database	SecureString	
StartIPAddress	The starting address of the range of IP addresses in the SQL Azure firewall rule to allow access from the local machine.	String	✓
EndIPAddress	The last address of the range of IP addresses in the SQL Azure firewall rule	String	
PortalName	The virtual directory to use for Portal	String	
UseHttps	Whether to use HTTPS or not	Boolean	
DbPricingTier	The database pricing tier to use	String (Basic, Free, Shared, Standard, Premium)	
WebAppPricingTier	The web app pricing tier to use	String	
MsgSendEveryNMinutes	Delay in minutes between the sending of email notifications	Integer	
MsgFromAddress	From address used for sent email notifications	String	
MsgNumberOfSendAttempts	Number of email sending attempts	Integer	
MsgSubject	Subject for feedback assessment emails	String	
MsgMessageBody	Body for feedback assessment emails	String	
MsgUseDefaultCredentials	Whether to use default	Boolean	

## Optional Command Line Parameters

Parameter	Description	Data type	Required
	credentials for SMTP server		
MsgUsername	username for SMTP server	String	
MsgPassword	password for SMTP server	SecureString	
MsgPort	port for SMTP server	Integer	
MsgUseSSL	Whether to use SSL for SMTP server	Boolean	
MsgSMTPServer	SMTP Server	String	
MsgEnableOutlookMessages	Enable outlook messages	Boolean	
MsgOutlookDefaultFrom	use default from address for email notifications	String	
MsgUseDefaultOrganizer	Use default Organizer	Boolean	
Branding	Use non-default branding (Default/ Genesys/Teleopti)	String	
EnableAlwaysOn	Enable Always On for the web site. This will prevent the web site shutting down when there is no traffic. It also allows the web jobs to continue running as scheduled.	Boolean	

### Important

For passing SecureStrings to the command line parameters you will need to do the following:

```
Read-Host "Enter Password" -AsSecureString | ConvertFrom-SecureString | Out-File "C:\Temp\Password1.txt"
```

If you are passing 2 passwords, you will need to do the above twice into different files, then do the following:

```
$pass1 = Get-Content "C:\Temp\Password1.txt" | ConvertTo-SecureString
```

Then pass these variables to the script via the command line.

You must specify a password that meets the security and complexity requirements in place on your environment. (This may help - <https://msdn.microsoft.com/en-us/library/ms161959.aspx>)