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Genesys Skills Management Automated Install and Upgrade Guide

Exported Portal Users

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Exported Portal Users

The upgrade to Skills Management 9.0 creates a backup file containing Portal users which must be imported via Performance DNA in order to complete the upgrade process. Running the Skills ManagementSetup_v9.0.0.0, entering the required information in each screen will result in a final 'Completed the Server Components Setup Wizard' screen. This screen will also contain the path to the exported Portal users file, called PortalUsers.csv. Once the upgrade is completed, login to Performance DNA as an administrator and follow the wizard to complete the upgrade process. This will require importing the PortalUsers.csv file.

If you are upgrading an Azure instance of Skills Management, the PortalUsers.csv file will be created in the directory from which you ran the Setup-Skills ManagementAzure.ps1 PowerShell script.