Performance Management Advisors Deployment Guide

Automated Installation Options

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Automated Installation Options

In addition to deploying Advisors modules by entering all properties in the installer UI screens (normal mode), two automated installation modes are also available: *semi-silent* and *silent*.

- Semi-silent mode pre-populates all values in the installer UI. The user will be able to review these values and make corrections if necessary.

- Silent mode is similar to semi-silent mode, except that no UI is displayed. Installation will proceed without confirmation, and will exit automatically with log output being written to file.

Warning

Use semi-silent and silent modes with caution. Use the `ant.install.properties` files with identical types of installations. For example, the `ant.install.properties` file you used to install Platform with an Oracle database should not be used to install Platform with an MS SQL Server database.

Advisor Component Names

Use the component names from the Table, as applicable, for the <advisor-component> variable in the instructions on the following tabs.

Component Name	Installer.jar Name
Platform	advisors-platform
Contact Center Advisor and Workforce Advisor	ccadv-wa
Frontline Advisor and Agent Advisor	fa-server
Genesys Adapter	aga
Cisco Adapter	aca

Specifying Input Properties

For both semi-silent and silent installation modes, all required properties for the installation options, including installation targets, passwords, and so on, must be present in a property file named `ant.install.properties`. This file must be located in the same directory from which the installer will be run.

An initial template can be generated by running the installer in normal mode, and then supplying values for the targets and other installation options. The installer will save these values (excluding passwords) in a file named `ant.userinstall.properties`. The input property file can then be obtained by copying this file to `ant.install.properties`, and then modifying the installation options as required for the specific configuration.

To reduce the risk of revealing sensitive information, password values are not written by the installer to the properties file. When the installer creates the `ant.userinstall.properties` file, password

properties are created and commented out. For example: #cp.database.password=.

Once the ant.userinstall.properties file has been copied to ant.install.properties, you must locate the necessary password properties, uncomment them, and then add the actual password values. For example: cp.database.password=supersecurepassword.

<tabber>

Perform a Semi-Silent Installation=

Semi-silent installation is enabled by running the installation jar with the ant.install.properties file present in the installer directory.

When the ant.install.properties file is re-used for a semi-silent installation, and a path to a folder needs to be changed using the Select Folder button, verify the selected path and adjust it manually, if necessary.

|-| Perform a Silent Installation=

The silent installation mode is enabled by adding the swing-auto parameter when running an installation .jar on the command line. For example, to perform a silent installation of an Advisors module:

1. Open a command prompt window.

2. Navigate to the directory containing the installer .jar file.

3. Run the following command (using the correct version number for <version>):
   java -jar <advisor-module>-installer-<version>.jar swing-auto

Note that the ant.install.properties file must be present in the same directory.

The installer will create the logging directory only when run in manual or semi-silent mode. If the installer is run in silent mode, or if the logging directory has been deleted after installation, the module will create the directory at startup.

For silent installation all the password properties must be provided and the password properties lines must be uncommented.

The installer runs, using the values in the ant.install.properties file. When it exits, it indicates success or failure with a message and error codes. A successful installation will look similar to the following:

```
$ java -jar <advisor-component>-installer-<version>.jar swing-auto
Loading self extractor...
Install Successful.
```

A failed installation will look like the following:

```
$ java -jar <advisor-component>-installer-<version>.jar swing-auto
Loading self extractor...
Install Failed.
```

After you have run the installer, the following additional files are present and contain log and installer

output information:

- `ant.install.log`
- `installation-output.log`

In the case of installation failure, the `installation-output.log` file can be consulted for further information. Possible reasons for failure include a missing input properties file, incorrect property values (for example, incorrect database passwords, or any other error that would cause a failure during normal installation mode).

Genesys strongly recommends that you examine all generated logs to ensure that all errors and warnings are duly noted.