Performance Management Advisors Deployment Guide

Work with XML Generator

12/14/2025

Contents

Work with XML Generator

Use the information on the tabs below to help you work with Contact Center Advisor XML Generator, including how to correctly start and stop XML Generator, and how to modify the XML Generator configuration.

<tabber>

Deploy XMLGen as a Service=

1. Run the Windows service as a user who has these permissions:

   * `Log In as a Service` permission. Services are installed to be run under the Windows local system account. This account is restricted from network I/O by Windows design.

   * Permission to write to the directory on the network.

2. Do one of the following:

   * Navigate to the installation folder in Windows Explorer, then execute the following file: `[CCA Home]\XMLGen\InstallXMLGen.bat`.

   * Open a command prompt window, and do the following:

     a. Change the directory to point to the XML Generator installation.

     b. Run the following command:
        `installXmlgen`

|-| Remove XMLGen as a Service=

1. Do one of the following:

   * Navigate to the installation folder in Windows Explorer, then execute the following file: `[CCA Home]\XMLGen\UnInstallXMLGen.bat`

   * Open a command prompt window, and do the following:

     a. Change the directory to point to the XML Generator installation.

     b. Run the following command:
        `uninstallXmlgen`

|-| Stopping and Starting XMLGen and CCAdv Web Service=

The relationships between applications and agent groups support certain functionality in the dashboards. First, they support highlighting agent groups when applications are selected, and vice versa. Second, they support displaying the set of agent groups related to both a contact center and an application group. The XML Generator updates these relationships when it starts, and after that once per day, overnight. For the configuration to take effect immediately, stop and restart XMLGen.

As part of enhancements to the security of XML passed from XML Generator to CCAdv, XML

Generator and the CCAdv web service share a cache. No XML is written to disk storage.

This dependency between the two components means that stopping and starting them needs to be done as described in the procedure below to avoid problems.

It is important to start Geronimo before you start the XML Generator. If you start the XML Generator before starting a Geronimo instance that is hosting the CCAdv web service, you experience the following problem:
Geronimo will start. The cache will not contain the XML for the above relationships, since the XML Generator could not send it when it was produced. You will see errors in the geronimo.log about XML files for relationships not being available for dashboards. Functionality in the dashboard that depends on this XML will not work.

The following procedure ensures that all XML produced by the XML Generator is stored for Contact Center Advisor's dashboards.

1. Start all the Geronimo servers that host the CCAdv web service. (Other instances of Geronimo do not matter.)
2. Start XML Generator.
3. If you restart Geronimo on one of those systems, also re-start the XML Generator.

|-| Edit XMLGen Configuration=

Use the procedures on this page to modify XML Generator configuration:

- Modifying the XML Generator Configuration
- Modifying XML Generator Email Notifications about Logged Errors
- Changing the XML Generator Connection

## Modifying the XML Generator Configuration

1. After installation of XMLGen, there should be a row in the Platform database in the ICM_DATABASE table corresponding to the CCAdv/WA metrics database. If not, add this row. This row is necessary to ensure that XMLGen works properly with the metrics database.
2. Once the row is inserted, or if there is already an existing row for the metrics database, then update the source column for that row to read GENESYS (all upper-case) by executing the following command: `UPDATE <ccawa_dbname>.<schema_name>.ICM_DATABASE SET SOURCE_NAME='GENESYS' WHERE LINKED_SERVER_NAME IN ('<metrics_db_1>','<metrics_db_2.>'..,'<metrics_db_n>')` The (`<metrics_db_1>`,`<metrics_db_2...`,`<metrics_db_n>`) string is a list of metrics database destinations for the Genesys Adapter. The ICM database should then look like the following Figure.

ICM Database screen
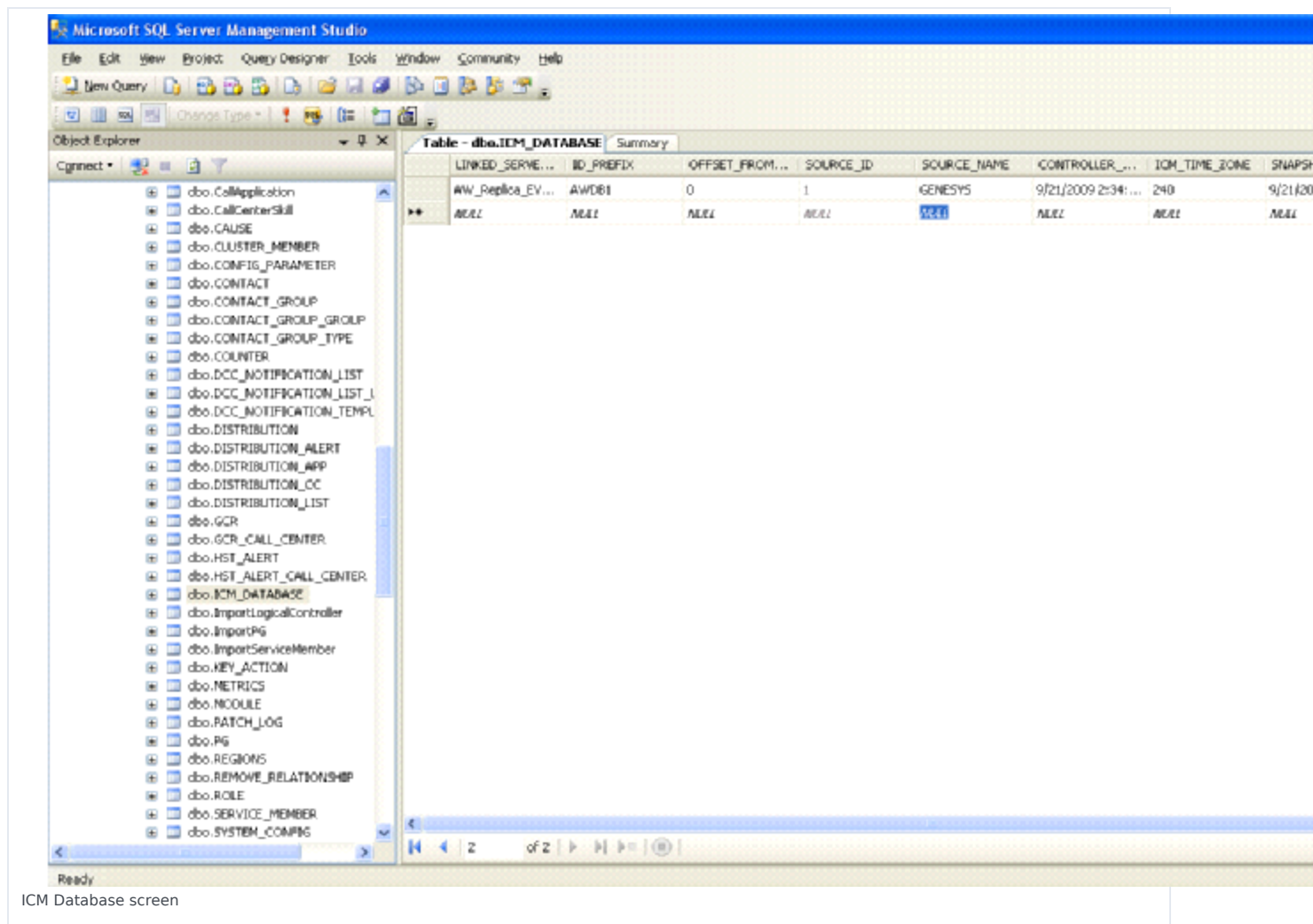
Modifying XML Generator Email Notifications about Logged Errors

The XML Generator log files are in the xmlgen\log directory. For every ERROR-level message written to its log, XML Generator sends an email to the address entered at installation. You can change certain properties of this log, or turn this logging off.

XML Generator uses log4j to send the email messages. The configuration for email is in the xmlgen\log4j.xml file. Look for the appender named MAIL. The instructions about how to turn off the logging, or change the properties defined there, are in the file. The properties you can change are:

- mail server host name
- subject line of messages
- email addresses to send to
- email address for "from" address
- log4j format (conversion pattern) of the content of the ERROR message

After changing any of the preceding properties, you must restart the XML Generator for the changes to take effect.

Changing the XML Generator Connection

You can change the database connection data for XML Generator after installation. The XML Generator file is:
`conf/XMLGen.properties`

To change the password, see Change Encrypted Passwords.