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# Performance Management Advisors Deployment Guide

Object Migration Utility

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# Object Migration Utility

Many of the objects you use to configure the Advisors modules exist in Genesys Configuration Server. That is, what you see in Genesys Configuration Server is what you have to build your Advisors configuration. You use the Advisors Object Migration Wizard to automate the migration of objects from databases to Configuration Server. Any object you will require in your configuration must be either migrated from an earlier release using the Object Migration Wizard, or you must manually create the objects in Configuration Manager.

Be aware of any new privileges added to Advisors for each release. Those new privileges have never been defined in any existing Advisors role in the Configuration Server; they cannot be migrated using a migration utility. To use new privileges added to Advisors in release 8.5.0, an administrative user must update existing roles or create new roles and add the privilege to allow the described access or activity.

The Advisors Object Migration Wizard is packaged with the Advisors Platform distribution. Use of the Object Migration Wizard is one Step in the migration process; for information about the full migration process for your release, see the [Genesys Migration Guide](#).

In general, migration of CCAdv/WA metrics data is a required step of your Contact Center Advisor/ Workforce Advisor migration, but migration of other CCAdv/WA objects is optional. If you use Frontline Advisor, migration of FA metrics data is a required step.

You can select only one option at a time for migration, but you can run the migration tool as many times as required to migrate all objects and metrics.

Starting in release 8.5.0, FA no longer has a standalone database. The FA database content moves to the Advisors Platform database. The Object Migration Wizard includes an option in release 8.5.0 to move the FA database content to the Platform database (Frontline Advisor Database Transfer). If you use FA, you must run the FA options in the Object Migration Utility in this order:

1. Frontline Advisor Database Transfer
2. Frontline Advisor Metrics

The object migration wizard provides three paths in release 8.5.0:

- Frontline Advisor Database Transfer – The FA database transfer option moves all FA database content to the Platform database. You must perform the database transfer before migrating FA metrics to Genesys Configuration Server.
- Frontline Advisor Metrics – In release 8.5.0, the FA metrics migration path exports the FA metrics from the Platform database to the Configuration Server. Only those FA metrics that are not present in Configuration Server are migrated. **NEW** Before you use the object migration wizard to migrate FA metrics data, you must manually remove the FA metrics business attribute values. In Configuration Manager, the values are under the default tenant; the path is Business Attributes\Advisors Metrics\Attribute values\Frontline Advisor.
- Contact Center/Workforce Advisor Objects – The CCAdv/WA option migrates the following:
  - Metrics for both CCAdv and WA.
  - Metadata records of contact centers, application groups, and regions (geographic, reporting, and

operating units).

- User permission records for contact centers and application groups.
- Module access privileges of the existing users. Although this option is placed under CCAdv/WFA migration path, it migrates the module privileges for all the Advisors components.

### Prerequisites

Ensure a supported version of Java is installed.

If you must run the user migration utility, ensure you run it before running the object migration wizard.

If you are migrating from release 8.1.5 to 8.5.0, the database migration scripts must be executed before running this wizard.

The Configuration Server user supplied must have read, create, and change permissions on the selected tenant.

### Procedure

1. Extract the file `advisors-migration-wizard-<version>.jar` from the folder `advisors-platform-distribution-<version>.zip/ip/supplement`.

2. Open the command prompt and change to the directory where the file `advisors-migration-wizard-<version>.jar` is extracted.

3. Run the following command:

```
java -jar advisors-migration-wizard-<version>.jar
```

The migration wizard launches; click Next.

4. Select the migration path and click Next.

You can select only one migration option in a single run of the wizard, but you can run the wizard as many times are necessary to complete your migration.

5. Click your migration option below for information:

#### **[+] Contact Center/Workforce Advisor Objects**

a. Select the items you want to migrate from the Advisors database. You can select more than one item at a time, but the following rules apply:

- You must migrate contact center objects before you can migrate contact center permissions.
- You must migrate application groups before you can migrate application group permissions.

Click Next.

b. Select the type of database you use in your enterprise.

If you select Oracle, the wizard also prompts you for the following information:

- Oracle setup – Select the Basic option if you are using a single-instance Oracle database. Select the RAC connectivity setup option to connect to Oracle RAC.
- Oracle JDBC driver location

Click Next.

- c. The **Migration Source Database** screen prompts for connection details for the Platform database. After you enter your information on the screen, click Next.
- d. Enter details about the Genesys Configuration Server to which selected objects are to be migrated. Click Next.  
The **Installation Progress** screen displays.
- e. If required, check the details you have entered by using the Show Details button. When the details are correct, click Install to proceed with the migration.
- f. When the migration is complete, review the log for errors or warnings.

### [+] Frontline Advisor Database Transfer

- a. Select the type of database you use in your enterprise.  
If you select Oracle, the wizard also prompts you for the following information:
  - Oracle setup – Select the Basic option if you are using a single-instance Oracle database. Select the RAC connectivity setup option to connect to Oracle RAC.
  - Oracle JDBC driver locationClick Next.
- b. The **Migration Source Database** screen prompts for connection details for the Frontline Advisor database.  
Enter your information, and then click Next.
- c. The **Migration Target Database** screen prompts for connection details for the Platform database.  
Enter your information, and then click Next.
- d. The **Database Schema Names** screen prompts for the name of the source database schema that you are migrating, as well as the name of the target database schema to which you are migrating. Enter your information, and then click Next.  
The **Installation Progress** screen displays.
- e. If required, check the details you have entered by using the Show Details button. When the details are correct, click Install to proceed with the migration.
- f. When the migration is complete, review the log for errors or warnings.

### [+] Frontline Advisor Metrics

- a. Select the type of database you use in your enterprise.  
If you select Oracle, the wizard also prompts you for the following information:
  - Oracle setup – Select the Basic option if you are using a single-instance Oracle database. Select the RAC connectivity setup option to connect to Oracle RAC.
  - Oracle JDBC driver locationClick Next.
- b. The **Migration Source Database** screen prompts for connection details for the Advisors Platform database.  
After you enter your information on the screen, click Next.
- c. Enter details about the Genesys Configuration Server to which selected objects are to be migrated. Click Next.

The **Installation Progress** screen displays.

- d. If required, check the details you have entered by using the Show Details button. When the details are correct, click Install to proceed with the migration.
- e. When the migration is complete, review the log for errors or warnings.