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Performance Management Advisors Deployment Guide

Deploying Advisors Cisco Adapter

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You run a .jar installation file to deploy Advisors Cisco Adapter (ACA).

You can deploy ACA on a Red Hat Linux or a Windows platform, and with Oracle or MS SQL databases.

All database passwords used by the Cisco Adapter application are encrypted and saved in the `..GCTI\Advisors\CiscoConnector\conf\ cisco_adapter.properties` file.

To change the password, see [Change Encrypted Passwords](#).

Deployment Roadmap

1. **[+] Install the databases that correspond to the Advisors products you will deploy.**
 - a. Advisors Genesys Adapter metrics database
 - b. Advisors Platform database
 - c. Advisors Cisco Adapter database (if you use ACA)
 - d. Metric Graphing database
2. Create the Advisors User and the Object Configuration User in Configuration Server. (Note that ACA itself does not require these users.)
3. **[+] Install the Platform service (Geronimo) on servers where it is required for Advisors components. (Note that ACA itself does not require Advisors Platform, but components that ACA serves require it.)**
 - Contact Center Advisor Web services
 - Workforce Advisor
 - Frontline Advisor
 - Contact Center Advisor-Mobile Edition
 - Resource Management Console
4.  Install each adapter you will use (AGA and ACA). See additional information for CCAAdv/WA installations.
5. Register the Stat Servers that you plan to use with Advisors.
6. **[+] Install the Advisors components for your enterprise.**

- Contact Center Advisor
 - Workforce Advisor
 - Contact Center Advisor – Mobile Edition
 - Frontline Advisor (ACA works only with FA.)
 - SDS and Resource Management
7. Make any required configuration changes.

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Procedure=

Procedure: Deploying ACA

Steps

1. Review the [General Prerequisites](#) and [prerequisites specific to Advisors Cisco Adapter deployment](#) before beginning deployment.

2. Launch the installation file.
[+] Show Step for Linux

- a. As root, navigate to the Advisors home directory:

```
cd /home/advisors
```

- b. As root, run the ACA installer. The page format of this document might cause a line break in the following command, but you must enter it on one line in the command prompt window:

```
./jdk1.7.0_<version>/bin/java -jar aca-installer-<version>.jar
```

[+] Show Step for Windows

Do one of the following:

- Open a command line window, and enter the following command:

```
java -jar aca-installer-<version>.jar
```

- Double-click the `aca-installer-<version>.jar` file in the release bundle.

Double-clicking might not work due to system settings, but using the command line terminal should always work. Genesys recommends using the command line window to launch the installer.

3. Use the **Next** and **Back** buttons on the installer to navigate through the installation screens. Enter your information on each screen; see the *Installer Screens* tab on this page for additional information. Ensure you provide complete information on each screen.
4. After installation is complete, click **Show Details**. Verify that there were no errors reported during installation.

|>| Installer Screens=

[+] Advisors Cisco Adapter Database Configuration

On the **Advisors Cisco Adapter Database Configuration** screen, specify the parameters for the database:

- Database server—The host name or IP address of the machine where the database is installed. When using numerical IPv6 addresses, enclose the literal in brackets.
- Database Name (SQL Server) or Service name (Oracle)—The unique name of the database instance; for example, `ciscoadapter_db`.
- Database port—The database server's port number.
- User Name or Database schema—The Advisors user that will be used by the Adapter to access the database.
- Database password—The password associated with the Advisors user that will be used by the Adapter to access the database.

[+] Advisors Cisco Adapter Database Configuration - Advanced

On the **Advisors Cisco Adapter Database Configuration - Advanced** screen, specify the parameters for the database:

- Database schema—The Advisors user that will be used by the Adapter to access the database.
- Database schema password—The password associated with the Advisors user that will be used by the Adapter to access the database.
- Locate file—Enter the location of the file that contains the advanced database connection string. If you do not know how to correctly build the advanced database connection string, contact your database administrator. The installation wizard applies the specified advanced connection string when configuring the data sources.

[+] Cisco AWDB Database Configuration

On the **Cisco AWDB Database Configuration** screen, enter the information required for connecting to the databases.

In the **Database server** field, enter either the host name or IP address of the server. When using numerical IPv6 addresses, enclose the literal in brackets.

[+] Cisco HDS Database Configuration

On the **Cisco HDS Database Configuration** screen, enter the information required for connecting to the databases.

In the **Database server** field, enter either the host name or IP address of the server. When using numerical IPv6 addresses, enclose the literal in brackets.

[+] Genesys Data Source - Configuration Server

On the **Genesys Data Source - Configuration Server** screen, configure the connection to the Genesys Configuration Server(s).

1. To connect to the primary (mandatory) Configuration Server in the Genesys environment, enter information in the following text fields:
 - **Name** – The name of the primary configuration server. The name is obtained from the Configuration Manager and is case sensitive.
 - **Host name** – The name or IP address of the machine hosting the Configuration Server. When using numerical IPv6 addresses, enclose the literal in brackets.
 - **Port** – The port that the configuration server is listening on. If you enter a port number in this field, and then enable a TLS connection, this port number is ignored.
 - **Client name** – The name of the application that Advisors Platform will use to log in to the Configuration Server (for example, default).
 - **User name** – The user name of the account the Adapter will use to connect to the Configuration Server.
 - **Password** – The corresponding password of the account the Adapter will use to connect to the Configuration Server.

Important

The Genesys Configuration Server password is encrypted and saved in the <adapterhome>\conf\inf_genesys_adapter.properties file by default. To change the password, see [Change Encrypted Passwords](#).

2. If you use a TLS connection to the Configuration Server, also complete the following:
 - **Enable TLS connection** – To configure a TLS connection to the Configuration Server, select this option on the installation screen. If you have a backup Configuration Server, AGA also connects to it using TLS if you enable a TLS connection to the primary Configuration Server.
 - **Config Server TLS Port Number** – Enter the Configuration Server TLS port number. If you enable a

TLS connection, the TLS port number is used for both the primary and backup Configuration Servers. The port number for an unsecured connection is ignored. The primary and backup Configuration Servers must use the same TLS port number.

- **Locate TLS properties file** – Identify the location of the TLS properties file. The TLS properties file contains all the properties required to connect successfully using TLS, as well as any other optional TLS attributes that you use. If you use a backup Configuration Server, the TLS properties for the primary server are also used for the backup server.
3. **Add backup server** – Select this checkbox only if you have a backup Configuration Server. The backup Configuration Server can be, but does not need to be, configured in a high-availability pair in Genesys.

[+] Genesys Data Source - Backup Configuration Server

You see the **Genesys Data Source - Backup Configuration Server** screen only if you opted to add a backup Configuration Server on the **Genesys Data Source - Configuration Server** screen.

Enter the information required to connect to the backup Configuration Server:

- **Backup server name** – The name of the backup configuration server. The name is obtained from the Configuration Manager and is case sensitive.
- **Backup host** – The name or IP address of the machine hosting the backup Configuration Server. When using numerical IPv6 addresses, enclose the literal in brackets.
- **Backup server port** – The port that the backup Configuration Server is listening on. If you enter a port number in this field, but enabled a TLS connection for the primary Configuration Server, this port number is ignored. If the primary server connection uses a TLS connection, then the backup server connection is also a TLS connection. When you enable the TLS connection, you must enter the Configuration Server TLS port number; Advisors uses that port for the connection for both the primary and backup Configuration Servers.

[+] Installation details

On the **Installation details** screen, enter the installation directory for this deployment of Advisors Cisco Adapter. The default directory is `C:\Program Files\GCTI\Advisors\CiscoAdapter`, but you can specify a directory of your choice.

On this screen, you also specify the directory in which log files will go. The default log directory is `C:\Program Files\GCTI\Advisors\CiscoAdapter\log`.

[+] Java Development Kit

On the **Java Development Kit** screen, specify the root directory for your JDK installation by either entering it or by browsing to it with the **Select Folder** button.

[+] Oracle JDBC Driver

On the **Oracle JDBC Driver** screen, specify the location of the Oracle Java Database Connectivity

(JDBC) driver. See the [Genesys Supported Operating Environment Reference Guide](#) for information about drivers supported in release 8.5.1.

[+] Platform Database Configuration

On the **Platform Database Configuration** screen, specify connection information for the the Advisors Platform database with which this AGA will be registered.

If you use numerical IPv6 addresses, enclose the literal in brackets.

You are prompted for the following information on the **Platform Database Configuration** screen:

- **Database server**—The host name or IP address of the database server. When using numerical IP v6 addresses, enclose the literal in brackets.
- **Database Name (SQL Server) or Service name (Oracle)**—The unique name of the database instance.
- **Database port**—The database server's port number.
- **User Name or Database schema**—The Advisors user with full access to the Advisors platform database.
- **Password or Database schema password**—The password created and used for the Advisors platform database.

[+] Platform Database Configuration - Advanced

On the **Platform Database Configuration - Advanced** screen, enter the database connectivity parameters for the already created or upgraded database (that is, the database must be present and at the current version prior to running the installer).

On the **Platform Database Configuration - Advanced** screen, specify the parameters for the Advisors platform database:

- **Database schema**—The database user created and used for the Platform database.
- **Password**—The password associated with the database user.
- **Locate file**—Enter the location of the file that contains the advanced database connection string. If you do not know how to correctly build the advanced database connection string, contact your database administrator. The installation wizard applies the specified advanced connection string when configuring the data sources.

[+] RDBMS Type and JDBC Connectivity

NEW On the **RDBMS Type And JDBC Connectivity** screen, select either the **SQL Server** or the **Oracle** option - whichever you use for database(s). You must also select the Java Database Connectivity (JDBC) type that matches your environment. Select **Basic** for standalone databases or **Advanced** for clustered database configurations. The screens that follow are dependent on your selections on this screen.

[+] Register Adapter

Enter the following information about the adapter on the **Register Adapter** screen:

- Port Information—You can use the default port, 7000, if no other application is using that port.
- Host Address
- Description (for example, Advisors Cisco Adapter)
- Source Environment (for example, Cisco)

[+] SCS Integration Configuration

You enter information about the ACA connection to the Genesys Management Layer on the **SCS Integration Configuration** screen. You must configure these properties even if you are not configuring the warm standby mode of operation.

- Adapter application name—The application name specified in Configuration Manager or Genesys Administrator for this ACA installation.
- LCA port—Unless you changed the LCA port number, accept the default.
- SCS application name—The name of the Solution Control Server application object as it appears in Configuration Manager or Genesys Administrator.

|-| Multiple instances on a server=

It is possible to deploy multiple instances of Advisors Cisco Adapter on a single server. Multiple Cisco Adapters can be installed to provide metrics from separate HDS/AWDB source environments.

For each installation, you must create the database.

Deploy the second, and subsequent ACA instances, using the same procedure you use to deploy a single instance, and follow these rules:

- You must install each Cisco Adapter instance in a different directory. For example, the first instance could use the following location:
C:\Program Files\GCTI\Advisors\CiscoAdapter
and the second instance could be located at:
C:\Program Files\GCTI\Advisors\CiscoAdapter2.
- You must specify a unique log directory and a unique data directory for each Cisco Adapter instance.
- You must specify a unique port number for each Cisco Adapter instance.

|-| Troubleshooting=

The following Table shows parameter validation errors that you may encounter at the end of installation.

Installation Error Message	Cause
[java] Failed to connect to the database using connection URL:	Wrong database server name / IP address or port number

Installation Error Message	Cause
<pre>[java] jdbc:sqlserver://192.168.xx.yy:nnn;DatabaseName=ys_cadb;user=sa;password=very_secure_pwd; selectMethod=cursor [java] The following exception was thrown: com.microsoft.sqlserver.jdbc.SQLServerException: The TCP/IP connection to the host 192.168.xx.yy, port nnn has failed. Error: "Connection refused. Verify the connection properties, check that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port, and that no firewall is blocking TCP connections to the port.</pre>	
<pre>[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.xx.yy:nnnn;DatabaseName=NotAPlatformDB;selectMethod=cursor;user=sa; password=very_secure_pwd [java] The following exception was thrown: com.microsoft.sqlserver.jdbc.SQLServerException: The TCP/IP connection to the host 192.168.xx.yy, port nnnn has failed. Error: "connect timed out. Verify the connection properties, check that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port, and that no firewall is blocking TCP connections to the port."</pre>	<p>Wrong database name</p>
<pre>[java] Exception while connecting: Login failed for user 'badUserId'. [java] url used: jdbc:sqlserver://192.168.xx.yy:nnnn;DatabaseName=ys_cadb;selectMethod=cursor;user=badUserId; password=very_secure_password</pre>	<p>Wrong database user name or password</p>
<pre>[java] Exception in thread "main" java.security.InvalidParameterException: ERROR: Failed to verify validity of the JDK 1.6 located at /home/ yevgeny/dev/java/j2sdk1.4.2_08. [java] ERROR: Invalid JDK version found at /home/yevgeny/dev/java/j2sdk1.4.2_08, the version must be at least 1.6, but was 1.4 [java] at com.informiam.installer.jdk.JdkVersionChecker.checkJdk (JdkVersionChecker.java:66) [java] ERROR: Failed to verify validity of the JDK 1.6 located at /home/yevgeny/dev/ java/j2sdk1.4.2_08. [java] at com.informiam.installer.jdk.JdkVersionChecker.main (JdkVersionChecker.java:81)</pre>	<p>Wrong path to JDK or wrong version of the JDK specified.</p>
<pre>Apr 11, 2011 3:53:46 PM oracle.jdbc.driver.OracleDriver registerMBeans WARNING: Error while registering Oracle JDBC Diagnosability MBean.</pre>	<p>Produced in error and can be ignored.</p> <p>Displays in the Errors tab when installing Cisco Adapter with Oracle JDBC driver ojdbc6-11.2.0.2.0, and accurately reports that installation was successful.</p>

Installation Error Message	Cause
<pre>java.security.AccessControlException: access denied (javax.management.MBeanTrustPermission register) at java.security.AccessControlContext.checkPermission(Unknown Source) at java.lang.SecurityManager.checkPermission(Unknown Source) at com.sun.jmx.interceptor.DefaultMBeanServerInterceptor.checkMBeanTrustPermission(Unknown Source) at com.sun.jmx.interceptor.DefaultMBeanServerInterceptor.registerMBean(Unknown Source) at com.sun.jmx.mbeanserver.JmxMBeanServer.registerMBean(Unknown Source) at oracle.jdbc.driver.OracleDriver.registerMBeans(OracleDriver.java:360) at oracle.jdbc.driver.OracleDriver\$1.run(OracleDriver.java:199) at java.security.AccessController.doPrivileged(Native Method) at oracle.jdbc.driver.OracleDriver.<clinit>(OracleDriver.java:195)</pre>	
<pre>Exception in thread "AWT- EventQueue-0" java.lang.ArrayIndexOutOfBoundsException: 32 at sun.font.FontDesignMetrics.charsWidth(Unknown Source) at javax.swing.text.Utilities.getTabbedTextOffset(Unknown Source) at javax.swing.text.Utilities.getTabbedTextOffset(Unknown Source) at javax.swing.text.Utilities.getTabbedTextOffset(Unknown Source) at javax.swing.text.PlainView.viewToModel(Unknown Source) at javax.swing.text.FieldView.viewToModel(Unknown Source) at javax.swing.plaf.basic.BasicTextUI\$RootView.viewToModel(Unknown Source) at javax.swing.plaf.basic.BasicTextUI.viewToModel(Unknown Source)</pre>	<p>Produced in error and can be ignored.</p>
<pre>[loadfile] Unable to load file: java.io.FileNotFoundException: C:\ (The system cannot find the path specified)</pre>	<p>Produced in error and can be ignored.</p>