



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Performance Management Advisors Deployment Guide

Deploying Advisors Genesys Adapter

12/15/2025

Contents

- 1 Deploying Advisors Genesys Adapter
 - 1.1 Migrating the AGA Metrics Database or Schema

Deploying Advisors Genesys Adapter

You run a .jar installation file to deploy Advisors Genesys Adapter (AGA) and Resource Management Console (RMC). You use the same installation file to deploy both, although you can install only a single component (either the AGA core service or RMC) during a single installer run.

The installer guides you through the deployment. The screens displayed during your deployment are dependent on the selections you make on the **Module to Install** and **Server Type** screens. Information about each screen is available on the **Installer Screens** tab below.

The procedures on this page are specific to AGA deployment. If you are deploying RMC, see [Deploying SDS and RMC](#).

NEW If you will be configuring multiple Genesys Adapters, note the following:

- Each primary AGA among the multiple adapters configured should use Stat Servers different from those used by other primary adapters.
- The primary and the backup AGA in a pair must be configured with the same Stat Servers.

For example, if there are two pairs of adapters configured (AGA1 and AGA2, and AGA3 and AGA4). AGA1 and AGA2 form a primary-backup HA pair. AGA3 and AGA4 form another primary-backup HA pair. The Stat Servers configured for the AGA1/AGA2 pair must not be the same Stat Servers configured for the AGA3/AGA4 pair. The Stat Servers configured for AGA1 and AGA2 must be the same Stat Servers, and the Stat Servers configured for AGA3 and AGA4 must be the same.



The preceding rules ensure the following:

1. On restart of the system, based on the last persisted Stat Server-object mapping, the statistics are requested with the same adapters, and each adapter queries the same Stat Servers as previously.
2. On switching over from the primary adapter to the backup adapter, the statistics are requested with the same Stat Servers as previously.

Important

Genesys recommends that the AGA metrics database selected for the primary and the backup AGA instances of a given adapter pair should be the same metrics database.

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.
3. **[+] Install the Platform service (Geronimo) on servers where it is required for Advisors components.**
 - 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 CCAdv/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
 - SDS and Resource Management
7. Make any required configuration changes.

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

<tabber>

Migration Notes=

If you are migrating to a new software release, and not installing Advisors Genesys Adapter (AGA) for the first time, there is an existing AGA entry in the ADAPTER_INSTANCES table in the Platform database. You have two options when upgrading your AGA instance:

1. Install the new AGA instance with the same host name and port number as the previous installation. The previous adapter is updated with the new configuration. For this option, you must have information about the earlier adapter to ensure you overwrite it successfully: host and port number. Ensure you enter that information on the **Adapter Port and Registration Option** installation screen to match the previous entry exactly. If this information is unavailable, you can find it in the ADAPTER_INSTANCES database table on the Platform database.
2. Install the new AGA instance with a different adapter host name and port number; it is added as a second adapter in the Platform database. Use this option to install a new adapter instance, or if you need to move the adapter to a new host name or port number. If moving the adapter to a new host name or port number, you must manually remove the previous adapter entry from the Platform database.

Migrating the AGA Metrics Database or Schema

To migrate to release 8.5.1, you use scripts supplied by Genesys to simply remove old objects and then add new objects to the Advisors Genesys Adapter metrics database. Genesys provides two scripts for Oracle and one for MS SQL; see the following procedures. Review the `Readme.txt` file included with the scripts. The `Readme` file includes important information, including which tools Genesys recommends to execute the scripts.

Procedure: Migration of AGA Oracle METRICS Schemas

Steps

1. Connect to your database management interface as the AGA METRICS user.
2. Execute one of the following scripts:
 - `gc_metrics_<version>_ObjectsPlus.sql` (if you use SQL*Plus)
 - `gc_metrics_<version>_ObjectsDefault.sql` (if you use sqlDeveloper and all objects reside in the default tablespaces assigned to the METRICS user)
 - `gc_metrics_<version>_ObjectsCustom.sql` (if you use sqlDeveloper and you want to specify explicit names for tablespaces)
3. Re-issue the GRANT SELECT commands on each METRICS schema view to the Platform user.

Procedure: Migration of AGA MS SQL Databases

Steps

1. Connect to the AGA metrics database.
2. Execute `gc_metrics_db_<version>.sql`.

| Procedure=

Procedure: Deploying Advisors Genesys Adapter

Steps

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

2. Launch the AGA installation file.

[+] Show Steps for Linux

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

```
cd /home/advisors
```

- b. As root, run the AGA 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 aga-installer-<version>.jar
```

[+] Show Steps for Windows

Do one of the following:

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

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

- Double-click the `aga-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.

For 64-bit systems, if double-clicking to launch the installer, please ensure that the Java instance associated with the jar file type is 64-bit. Running the installer with a 32-bit Java instance will create a Windows service with the wrong executable.

3. On the **Module to Install** screen, select the **Adapter Server** radio button. You can install only a single component (either the core service or RMC) during a single installer run.
4. 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.
5. Click **Show Details** and verify that there were no errors reported during installation.
6. Register and associate Stat Servers with the Advisors Genesys Adapter. For information on registering Stat Servers, see [Manage Advisors Stat Server Instances](#)

| - | Installer Screens =

[+] Adapter Port And Registration

On the **Adapter Port and Registration** screen, you enter information that the Advisors Platform database requires to register this adapter instance.

You must enter the following information about your adapter:

- The port number on which the Genesys Adapter web services will run. You can use the default port, 7000, if no other application is using that port.
- The IP address of the host.
- A description of the AGA server.

[+] CCAdv/WA Metrics Database Configuration

On the **CCAdv/WA Metrics Database Configuration** screen, specify the parameters for the metrics database:

- **Server hostname**—The host name or IP address of the database server. When using numerical IPv6 addresses, enclose the literal in brackets.
- **Database name/Service name**—The unique name of the database instance; for example, `advisors_gametricsdb`.
- **Database port**—The database server's port number.
- **Database user**—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.

Important

The CCAAdv/WA metrics database password is encrypted and saved in the `...\GCTI\Advisors\Genesys\Adapter\conf\inf_genesys_importer.properties` file by default. To change the password, see [Change Encrypted Passwords](#).

[+] CCAAdv/WA Metrics Database Configuration - Advanced

On the **CCAAdv/WA Metrics 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 **CCAAdv/WA Metrics Database Configuration - Advanced** screen, specify the parameters for the Advisors platform database:

- **Database user**—The database user created and used for the Platform database.
- **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.

[+] Enter Advisor Platform Database Information for Adapter Registration

If your enterprise has an Oracle RAC database installation, the **Enter Advisor Platform Database information for Adapter Registration** screen prompts you for additional information about the Platform database with which the adapter will register.

For an Oracle RAC installation, you must also enter the following information about the Advisors Platform database on the **Enter Advisor Platform Database information for Adapter Registration** screen:

- The database schema and corresponding password created and used for the platform database.
- 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.

[+] 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, specify the installation directory and the directory in which the log files will appear. The default installation directory is C:\Program Files\GCTI\Advisors\Genesys\Adapter.

[+] Java Development Kit

On the **Java Development Kit** screen, specify the location of the root directory of the Java installation.

[+] 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.

If you select Oracle Advanced, you will be prompted for information about the Advisors Platform database on the **Enter Advisor Platform Database Information for Adapter Registration** screen.

[+] 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:

- **User Name**—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.

If you select **Oracle Advanced**, you will be prompted for information about the Advisors Platform database on the **Enter Advisor Platform Database Information for Adapter Registration** screen.

[+] 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.

[+] SCS Integration Configuration

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

- **Adapter application name**—The application name specified in Configuration Manager or Genesys Administrator for this AGA instance.
- **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.

[+] Server Type

On the **Server Type** screen, select the radio button that corresponds to the Advisors module for which you are deploying this AGA instance. The options are **Contact Center Advisor/Workforce Advisor** and **Frontline Advisor**. You can select only one option on this screen.

| - | Multiple instances on a server =

It is possible to deploy multiple instances of the Genesys Adapter core service on a single server. If you do use the same metrics database for more than one adapter, each adapter must monitor a completely distinct set of objects. For each installation, you should create the metrics database.

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

- You must install each Genesys Adapter instance in a different directory. For example, the first instance could use the following location:
C:\Program Files\GCTI\Advisors\Genesys\Adapter
and the second instance could be located at:
C:\Program Files\GCTI\Advisors\Genesys\Adapter2.
- You must specify a unique log directory for each Genesys Adapter instance.
- You must specify a unique port number for each Genesys Adapter instance.
- You must select a unique application name for each Genesys Adapter instance.

| - | Troubleshooting =

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

Installation Error Message	Cause
<pre>[java] Failed to connect to the database using connection URL: [java] jdbc:sqlserver://192.168.xx.yy:nnn;DatabaseName=ys_gadb;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>	Wrong database server name / IP address or port number
<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</pre>	Wrong database name

Installation Error Message	Cause
port."	
[java] Exception while connecting: Login failed for user 'badUserId'. [java] url used: jdbc:sqlserver://192.168.xx.yy:nnnn;DatabaseName=ys_gadb;selectMethod=cursor;user=badUserId; password=very_secure_password	Wrong database user name or password
[loadfile] Unable to load file: java.io.FileNotFoundException: C:\ (The system cannot find the path specified)	Produced in error and can be ignored.