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Performance Management Advisors Deployment Guide

Advisors Software Distribution Contents

5/9/2025

Advisors Software Distribution Contents

Click the links below to view the software contents that Genesys provides for each Performance Management Advisors product.

[+] Advisors Platform

Distribution Artifacts	Contents	Notes
advisors-platform-installer- <version>.jar		The installer for the Platform.
advisors-migration-wizard- <version>.jar user-migration-util-<version>.jar (See User Migration Utility)		Migration utilities located in supplement directory: ip\ supplement
baseweb-<version>-static- web.zip		A copy of the static files that can be served by Apache.
SQL Server platform-new-database-<version>.sql	Creates DB objects for MS SQL Platform database after the Platform database is created. Refer to Creating a SQL Server Database for instructions about MS SQL Server database creation.	The creation and migration script for the Platform database for MSSQL. This script is located in the sql\mssql directory.
Oracle advisors-platform-migrate_<old version>_<new version>.sql advisors-platform- <version>_CUSTOM_ROUTINE.sql advisors-platform- <version>_INIT_DATA.sql advisors-platform- <version>_ObjectsCustom.sql advisors-platform- <version>_ObjectsDefault.sql advisors-platform- <version>_ObjectsPlus.sql advisors-platform-<version>_Readme.txt advisors-platform- <version>_ROUTINE.sql advisors-platform-<version>_Schema.sql advisors-platform-<version>_TBS.sql advisors-platform-<version>_User.sql	<ol style="list-style-type: none"> 1. ..._CUSTOM_ROUTINE.sql Not to be executed manually. Used by the scripts in runtime. 2. ..._INIT_DATA.sql Not to be executed manually. Used by the scripts in runtime. 3. ..._ROUTINE.sql Not to be executed manually. Used by the scripts in runtime. 4. ..._TBS.sql To be executed by a database user who has permission to create tablespaces. The script generates a resulting script, runTbsCre.sql, based on the user dialog input. The script issues a prompt which allows you to postpone the execution of the resulting script. If necessary, the 	<p>The creation scripts for the Platform database for Oracle. These scripts are located in the sql\oracle directory.</p> <p>For additional details, please refer to:</p> <ul style="list-style-type: none"> • migrate_plt_Readme.txt, if present. Otherwise, refer to the Release Notes. • plt_Readme.txt, if present. Otherwise, refer to the Release Notes.

Distribution Artifacts	Contents	Notes
	<p>resulting script can be customized to meet your needs and environment and executed later. A minimum requirement is to create at least one user default tablespace and a separate user temporary tablespace exclusively for the platform user/schema. In most cases, tablespaces are created by your DBA. The file can be used for DBA information as it shows sizing and possible table distribution among multiple tablespaces. Note, the sizing must be adjusted before the script execution. If created by the DBA, the DBA provides the tablespaces information to the engineer who proceeds with the installation.</p> <p>5. ...User.sql Creates platform user and schema. To be executed by a database user who has permission to create other users. In most cases, users are created by your DBA. The file can be used as is or for DBA information as it shows user permission and tablespace requirements. If the user/schema is created by DBA, the DBA provides the relevant information to the engineer who proceeds with the installation.</p> <p>6. ...ObjectsPlus.sql An SQL*Plus script that creates all platform database objects. To be executed by the previously-created platform user and after all planned tablespaces are created.</p> <p>7. ...ObjectsCustom.sql An alternative script that has the same purpose as ...ObjectsPlus.sql, but can be executed from Oracle</p>	

Distribution Artifacts	Contents	Notes
	<p>Sql Developer by the previously-created platform user and after all planned tablespaces are created. The script allows table and index distribution among multiple tablespaces by issuing pop-up prompts.</p> <p>8. ...ObjectsDefault.sql An alternative script similar to ...ObjectsCustom.sql that has the same purpose as ...ObjectsPlus.sql. To be executed from Oracle Sql Developer by the previously-created platform user. The script does not issue any pop-up prompts and creates all platform database objects in the platform user default tablespace assigned during platform user creation.</p> <p>9. ...Schema.sql Creates the platform user, schema, and all database objects. To be executed by a database user who has permission to create other users. An alternative script that replaces, and has the same purpose as, ...User.sql and ...ObjectsPlus.sql combined.</p>	

[+] Advisors Genesys Adapter

Distribution Artifacts	Contents	Notes
aga-installer-<version>.jar		The installer for Genesys Adapter.
SQL Server gc_metrics_newdb_<version>.sql		The creation and migration scripts for the Genesys Adapter database for MSSQL. These scripts are located in the configuration-schema\mssql directory.
Oracle gc_metrics_new_<version>_ObjectsCustom.sql gc_metrics_new_<version>_ObjectsDefault.sql	1 ..._ROUTINE.sql Not to be executed manually.	The creation and migration scripts for the Genesys Adapter databases for Oracle. These scripts are located in the

Distribution Artifacts	Contents	Notes
gc_metrics_new_<version>_ObjectsPlus.sql gc_metrics_new_<version>_ROUTINE.sql gc_metrics_new_<version>_User.sql gc_metrics_new_<version>_TBS.sql gc_metrics_new_<version>_Schema.sql	<p>Used by the scripts in runtime.</p> <p>2. ..._TBS.sql To be executed by a database user who has permission to create tablespaces. The script contains some sizing recommendations. The sizing must be adjusted before the script execution. The script issues a prompt that allows you to postpone the actual tablespace creation. Instead, a resulting script, runTbsCre.sql, is generated based on the user dialog input. If necessary, the resulting script can be customized to the needs of the environment and executed later. A minimum requirement is to create at least one user default tablespace and a separate user temporary tablespace exclusively for AGA metrics user/schema. In most cases, tablespaces are created by your DBA. If created by the DBA, the DBA provides the tablespaces information to the engineer who proceeds with the installation.</p> <p>3. ...User.sql Creates the AGA metrics user and schema. To be executed by a database user who has permission to create other users. In most cases, users are created by your DBA. The file can be used as is or for DBA information as it shows user permission and tablespace requirements. If the user/schema is created by the DBA, the DBA provides the relevant information to the engineer who proceeds with the installation.</p> <p>4. ...ObjectsPlus.sql An SQL*Plus script that creates all AGA metrics DB</p>	configuration-schema\oracle directory.

Distribution Artifacts	Contents	Notes
	<p>objects. To be executed by the previously-created AGA metrics user and after all the planned tablespaces are created.</p> <p>5. ...ObjectsCustom.sql An alternative script that has the same purpose as ...ObjectsPlus.sql, but can be executed from Oracle Sql Developer by the previously-created AGA metrics user and after all the planned tablespaces are created. The script allows table and index distribution among multiple tablespaces by issuing pop-up prompts.</p> <p>6. ...ObjectsDefault.sql An alternative script similar to ...ObjectsCustom.sql that has the same purpose as ...ObjectsPlus.sql. To be executed from Oracle Sql Developer by the previously-created platform user. The script does not issue any pop-up prompts and creates all AGA metrics database objects in the platform user default tablespace assigned during platform user creation.</p> <p>7. ...Schema.sql Creates the AGA metrics user, schema, and all database objects. To be executed by a database user who has permission to create other users. An alternative script that replaces, and has the same purpose as, ...User.sql and ...ObjectsPlus.sql combined.</p>	

[+] Supervisor Desktop Service

Distribution Artifacts	Notes
sds-installer-<version >.jar	The installer for Supervisor Desktop Service

[+] Advisors Cisco Adapter

Distribution Artifacts	Contents	Notes
aca-installer-<version>.jar		The installer for Cisco Adapter
SQL aca-new-database-<version>.sql aca-migration-3.3-to-8.0.sql aca-migration-8.0-to-8.1.sql aca-migration-8.1-to-8.1.1.sql aca-migration-8.1.1-to-8.1.2.sql aca-migration-8.1.2-to-8.1.3.sql aca-migration-8.1.3-to-8.1.4.sql aca-migration-8.1.4-to-8.1.5.sql GeneratePermsStatements.sql		The creation and migration scripts for the Cisco Adapter databases for MSSQL. These scripts are located in the mssql directory.
Oracle aca-<version>_TBS.sql aca-<version>_Schema.sql aca-new-database-<version>.sql aca-migration-8.1-to-8.1.1.sql aca-migration-8.1.1-to-8.1.2.sql aca-migration-8.1.2-to-8.1.3.sql aca-migration-8.1.3-to-8.1.4.sql aca-migration-8.1.4-to-8.1.5.sql	<ol style="list-style-type: none"> 1. aca_..._TBS.sql The script creates ACATBS_USER data tablespace and ACATBS_TMP temporary tablespace under the path specified on the prompt. To be executed by a database user who has permission to create tablespaces. If necessary, the sizing can be adjusted before the script execution. If it is necessary to change the suggested tablespace names, the script must be edited before execution as follows: <ol style="list-style-type: none"> a. ACATBS_USER must be replaced with another suitable tablespace name that must be used as the default FA user tablespace. b. ACATBS_TMP must be replaced with another suitable tablespace name that must be used as the temporary ACA user tablespace. The script generates a resulting script, runTbsCre.sql, based on user dialog input. If there is any error, the resulting script can be customized to the needs and environment and executed again. A minimum requirement is to create one user default 	The creation and migration scripts for the Cisco Adapter databases for Oracle. These scripts are located in the oracle directory.

Distribution Artifacts	Contents	Notes
	<p>tablespace and a separate user temporary tablespace exclusively for the ACA user/schema. In most cases, tablespaces are created by your DBA. If created by a DBA, the DBA provides the tablespaces information to the engineer who proceeds with the installation.</p> <p>2. <code>faca-new-database-... .sql</code> Creates all ACA database objects. Executed by the previously-created ACA user. In most cases users are created by your DBA. The DBA can use <code>aca_... .Schema.sql</code> (see the description below) for information about required user permissions and tablespace requirements. If the user/schema is created by the DBA, the DBA provides the relevant information to the engineer who proceeds with the database object creation and further installation.</p> <p>3. <code>aca_... .Schema.sql</code> Creates the ACA user, schema, and all database objects. Replaces manual user creation and <code>aca-new-database-... .sql</code>. To be executed by a database user who has permission to create other users. This is an alternative script normally used in non-production environments.</p>	

[+] Contact Center Advisor/Workforce Advisor

Distribution Artifacts	Contents	Notes
<code>ccadv-wa-server-installer-<version>.jar</code>		The installer for CCAdv and WA modules, as well as CCAdv-ME starting in Release 8.1.5.

Distribution Artifacts	Contents	Notes
SQL Server mg-new-database-<version>.sql		<p>The creation and migration database script for Metric Graphing for MS SQL. This script is located in the sql\mssql directory.</p> <p>You have the following folders:</p> <ul style="list-style-type: none"> mssql-standard (for installations that use MS SQL Standard Edition) mssql-enterprise (for installations that use MS SQL Enterprise Edition) <p>Files within each folder use the same filename convention as previous releases. Ensure you use the files from the folder that corresponds to your edition of Microsoft SQL Server.</p>
Oracle mg-<version>_User mg-<version>_TBS.sql mg-<version>_Schema.sql mg-<version>_ROUTINE.sql mg-<version>_ObjectsPlus mg-<version>_ObjectsDefault mg-<version>_ObjectsCustom mg-<version>_INIT_DATA.sql	<ol style="list-style-type: none"> 1. ..._CUSTOM_ROUTINE.sql Not to be executed manually. Used by the scripts in runtime. 2. ..._INIT_DATA.sql Not to be executed manually. Used by the scripts in runtime. 3. ..._ROUTINE.sql Not to be executed manually. Used by the scripts in runtime. 4. ..._TBS.sql To be executed by a database user who has permission to create tablespaces. The script generates a resulting script, runTbsCre.sql, based on the user dialog input. The script issues a prompt that allows you to postpone execution of the generated resulting script. If necessary, the resulting script can be customized to meet your needs and environment and executed later. A minimum requirement is to create at least one user default tablespace and a separate user temporary tablespace exclusively for the CCA/WA 	<p>The creation database scripts for Metric Graphing for Oracle. These scripts are located in the sql\oracle directory.</p> <p>You have the following folders:</p> <ul style="list-style-type: none"> oracle-without-partitions (for installations that use Oracle without the partitioning option) oracle-with-partitions (for installations that use Oracle with the partitioning option) <p>Files within each folder use the same filename convention as previous releases. Ensure you use the files from the folder that corresponds to your edition of Oracle.</p> <p>For additional details, refer to the migrate_mg_8.1.<version>Readme.txt file, if present. Otherwise, refer to Release Notes.</p>

Distribution Artifacts	Contents	Notes
	<p>metric graphing user/schema. Note, the sizing must be adjusted before the script execution. In most cases tablespaces are created by your DBA. The file can be used for DBA information as it shows sizing and possible table distribution among multiple tablespaces. If created by the DBA, the DBA provides the tablespaces information to the engineer who proceeds with the installation.</p> <p>5. ...User.sql Creates the CCAAdv/WA metrics graphing user and schema. To be executed by a database user who has permission to create other users. In most cases, users are created by your DBA. The file can be used as is or for DBA information as it shows user permission and tablespace requirements. If the user/schema is created by the DBA, the DBA provides the relevant information to the engineer who proceeds with the installation.</p> <p>6. ...ObjectsPlus.sql An SQL*Plus script that creates all CCA/WA database objects necessary for metrics graphing. To be executed by the previously-created CCAAdv/WA metric graphing user and after all planned tablespaces are created.</p> <p>7. ...ObjectsCustom.sql An alternative script that has the same purpose as ...ObjectsPlus.sql, but can be executed from Oracle Sql Developer by the previously-created CCAAdv/WA metric graphing user and after all planned tablespaces are created. The script allows table and index distribution</p>	

Distribution Artifacts	Contents	Notes
	<p>among multiple tablespaces by issuing pop-up prompts.</p> <p>8. ...ObjectsDefault.sql An alternative script similar to ...ObjectsCustom.sql that has the same purpose as ...ObjectsPlus.sql. To be executed from Oracle Sql Developer by the previously-created CCAdv/WA metric graphing user. The script does not issue any pop-up prompts and creates all platform database objects in the platform user default tablespace assigned during platform user creation.</p>	

[+] Frontline Advisor/Agent Advisor

Distribution Artifacts	Contents	Notes
fa-server-installer-<version>.jar		The installer for FA/AA.
SQL Server fa-new-database-<version>.sql fa-database-migration-3.1-to-3.3.sql fa-database-migration-3.3-to-8.0.sql fa-database-migration-8.0-to-8.1.sql fa-database-migration-8.1-to-8.1.1.sql fa-database-migration-8.1.1-to-8.1.2.sql fa-database-migration-8.1.2-to-8.1.3.sql fa-database-migration-8.1.3-to-8.1.4.sql fa-database-migration-8.1.4-to-8.1.5.sql	Creates database objects for the MSSQL FA database after the FA database is created. Refer to Creating a SQL Server Database for instruction about MSSQL Server database creation.	The creation and migration scripts for the FA/AA database for MSSQL. These scripts are located in the mssql and mssql\migrations directories.
Oracle fa_<version>_TBS.sql fa_<version>_Schema.sql fa-new-database-<version>.sql fa-database-migration-8.1-to-8.1.1.sql fa-database-migration-8.1.1-to-8.1.2.sql fa-database-migration-8.1.2-to-8.1.3.sql fa-database-migration-8.1.3-to-8.1.4.sql fa-database-migration-8.1.4-to-8.1.5.sql	1. fa_..._TBS.sql The script creates the FATBS_USER data tablespace and FATBS_TMP temporary tablespace under the path specified on the prompt and appends <i>frontline</i> to this path sub-folder name. The script contains sizing recommendations. The sizing must be adjusted before the script execution. To be executed by a database user who has permission to create tablespaces. If it is necessary to change the suggested tablespace name and the file	The creation and migration scripts for the FA/AA database for Oracle. These scripts are located in the oracle and oracle\migrations directories.

Distribution Artifacts	Contents	Notes
	<p>path, the script must be edited before its execution as follows:</p> <ol style="list-style-type: none"> FATBS_USER must be replaced with another suitable tablespace name that needs to be used as the default FA user tablespace. FATBS_TMP must be replaced with another suitable tablespace name that must be used as the temporary FA user tablespace. Replace the line <pre>fapath := '' fapath 'frontline' osfs;</pre> with <pre>fapath := '' fapath osfs;</pre> to prevent the script from appending a <i>frontline</i> sub-folder name to the specified path. In this case, the files are created under the path specified on the related prompt issued by the script when it is executed. <p>The script generates a resulting script, <i>runTbsCre.sql</i>, based on user dialog input. If there is an error, the resulting script can be customized to the needs of the environment and executed again. A minimum requirement is to create at least one user default tablespace and a separate user temporary tablespace exclusively for FA user/schema.</p> <p>In most cases, tablespaces are created by your DBA. If created by the DBA, the DBA provides the tablespaces information to the engineer who proceeds with the installation.</p> 	
	<ol style="list-style-type: none"> fa-new-database-...sql Creates all FA database 	

Distribution Artifacts	Contents	Notes
	<p>objects. Executed by the previously-created FA user. In most cases, users are created by your DBA. The DBA can use <code>fa_...Schema.sql</code> for information about required user permissions and tablespace requirements. If the user/schema is created by the DBA, the DBA provides the relevant information to the engineer who proceeds with the database object creation and installation.</p> <p>3. <code>fa_...Schema.sql</code> Creates the FA user, schema, and all database objects. Replaces manual user creation and <code>fa-new-database-...sql</code>. To be executed by a database user who has permission to create other users. This is an alternative script normally used in non-production environments.</p>	
SQL Server <code>fa-hierarchy-mssql-<version>.sql</code> <code>hierarchy-migration-3.1-to-3.3.sql</code> <code>hierarchy-migration-3.3-to-8.0.sql</code> <code>hierarchy-migration-8.0-to-8.1.sql</code>		<p>The creation and migration scripts for the FA/AA hierarchy database for MSSQL. These scripts are located in the <code>mssql</code> and <code>mssql\migrations</code> directories.</p>
Oracle Not applicable.		