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Performance Management Advisors Deployment Guide

Prerequisites for AGA

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Before you deploy Advisors Genesys Adapter, it is helpful to answer the following questions:

- Will you deploy Advisors Genesys Adapter on a Linux Red Hat or a Windows platform?
- Where are you installing Advisors (in which directory)? The default location is C:\ProgramFiles\GCTI\Advisors.
- What filters do you require for your enterprise? There are no filters included with the installation of AGA. You configure filters as business attributes in Genesys Configuration Server.
- Will you require the Resource Management Console (RMC) for the CCAdv dashboard? RMC requires that you also install the Supervisor Desktop Service (SDS). Also, you must install RMC during a second run of the AGA installation file; you can install only a single component (either the AGA core service or RMC) during a single installer run.
- On which server will you install AGA for CCAdv/WA and on which will you install AGA for FA? Serving both FA and CCAdv/WA from one system is not recommended for performance reasons.
- Do you use a TLS connection to the Configuration Server?
- **NEW** Are you configuring multiple AGAs with warm standby? 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. See [the section on integrating AGA with SCS and the Management Layer](#).

Prerequisites

Ensure you have completed all the tasks in the following Table before you begin Advisors Genesys Adapter deployment.

Y or N	Prerequisite
	You have initialized databases—databases must be present and at the current version prior to running the installation files. You have configured administrator accounts that can be used by applications to access the databases.
	Oracle JDK is installed. You can download Oracle JDK from http://www.oracle.com/technetwork/java/javase/downloads/index.html . See the Genesys Supported Operating Environment Reference Guide for information about supported versions.
	If you are deploying AGA on a Linux platform, you have created the Advisors group and user. This should be done when deploying Advisors Platform on the server.
	<p>You have located the aga-installer-<version>.jar file on the installation CD and have copied it to the local drive of your server. Place the aga-installer-<version>.jar file into the Advisors home directory.</p> <p>[+] Show additional information for Linux environments</p> <ol style="list-style-type: none">1. You can start the installer locally or from a remote desktop. To run the installer remotely, use SSH with X11 forwarding enabled: <pre>ssh -X root@<host></pre>2. As root, place the aga-installer-<version>.jar file into the Advisors home directory.
	A verified Genesys environment is ready and available.

Y or N	Prerequisite
	This includes (but is not limited to) Configuration Server, Stat Server, and the T-Server(s) and/or Interaction Servers. All of these services must be running prior to deploying the Genesys Adapter.
	You have installed the Local Control Agent (LCA) on the server on which you will deploy AGA. See Integration with Solution Control Server and Warm Standby for more information about integrating Advisors with the Genesys Management Framework.
	You have a Solution Control Server (SCS) available and configured to communicate with the LCAs on the Advisors servers.
	You have created the required Application and Host objects for each AGA instance in Genesys Administrator. If you are configuring Advisors in warm standby mode, then you have configured both the primary and backup Applications and associated the two Applications as a primary and backup pair for failover. See Deploying Components Controlled by Solution Control Server for information.
	You have the Genesys Statistics Server ready and available, and the MCR extension package is installed if you will collect interaction queue statistics. If you will use third-party media statistics, the third-party media Stat Server extensions are installed.
	If the T-Server is the Avaya Communication Manager, make sure that the T-Server option query-agent-work-mode is set to on-restart. This is the default option. To set this option, go to TServer > Option tab > T-Server Option and locate query-agent-work-mode. This setting is required for the AfterCallWork state changes to be visible.
	All the Stat Server configurations are updated with the statserverEntries.cfg options file supplied with Genesys Adapter. Alternatively, you have reviewed the statserverEntries.cfg file and manually updated the Stat Server options with options recommended in the file.
	You have estimated the number of Advisors Genesys Adapters that you require. Depending upon the number of statistics to be served, you might require more than one AGA.

Collect Information

During deployment of Advisors Genesys Adapter, the installer will prompt you for the information in the following Table.

Information	Input
Application that this instance of AGA serves (CCAdv/WA or FA).	
Location and name of the base directory in which you will install Advisors.	<p>Default on Windows:</p> <p>C:\Program Files\GCTI\Advisors\</p> <p>Default on Linux:</p> <p>/opt/gcti/advisors</p>
Path to the directory in which log files will be written.	C:\Program Files\GCTI\Advisors\

Information	Input
	Default on Linux: /opt/gcti/advisors
Location of the Java Development Kit (root directory).	
Type of database used in your enterprise (MS SQL or Oracle). For an Oracle installation, the location of the JDBC driver.	
<p>Connection details to the AGA metrics database:</p> <ul style="list-style-type: none"> The host name, IP address, or named instance of the server on which the Metrics Graphing database is installed. Port number on which the database listens (you do not require this information if the server is a named instance) The Metrics Graphing database name (the Service name for an Oracle installation) The username and password associated with the account that modules will use to access the Metrics Graphing database For clustered databases, 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. 	Default database port is 1433.
<p>Connection details to the Advisors Platform database (use the same database configuration that was specified when the Advisors Platform database was configured):</p> <ul style="list-style-type: none"> The host name, IP address, or named instance of the server on which the Advisors Platform database is installed. Port number that the database listens on (you do not require this information if the server is a named instance) The Platform database name (the Service name for an Oracle installation) The username (schema for clustered databases or an Oracle environment) and password associated with the account that modules will use to access the Platform database. For clustered databases, 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. 	Default database port is 1433.
<p>Connection details to the Genesys Configuration Server:</p> <ul style="list-style-type: none"> The name of the Configuration Server (the Application name, obtained from Genesys Administrator). If you have Configuration Servers configured in High Availability mode, enter the name of the primary Configuration Server. 	Default port that the configuration server is listening on is 2020.

Information	Input
<ul style="list-style-type: none"> The name or IP address of the machine that hosts the Configuration Server. The port that the configuration server is listening on (if you are not using a TLS connection). If you use a TLS connection, identify the TLS port number. The name of the application that Advisors Platform will use to log in to the Configuration Server (for example, default) The user name and password of the account that Advisors Platform will use to connect to the Configuration Server. This is the 'Advisors User'. <p>If you will connect to the Configuration Server using TLS, then you also require the following information:</p> <ul style="list-style-type: none"> The TLS port number for the Configuration Server. The location of the TLS properties file. <p>If you use a backup Configuration Server, you require the following information, as well:</p> <ul style="list-style-type: none"> The name of the backup Configuration Server (the Application name, obtained from Genesys Administrator). The name or IP address of the machine that hosts the backup Configuration Server. The port on which the backup Configuration Server listens. 	
<p>For integration with the Solution Control Server:</p> <ul style="list-style-type: none"> The name of the AGA Application; this information must match the information in Configuration Server. If you are deploying Advisors in a warm standby configuration, then you require this information for both the primary and backup AGA Applications. The port number on which the server's LCA listens. The name, in Configuration Server, of the Solution Control Server Application that you will use with Advisors. 	<p>Default LCA port is 4999.</p> <p>Default SCS application name is SCServer.</p>
<p>For registration with the Platform database:</p> <ul style="list-style-type: none"> The port on which the AGA web services will run (you can use the default port, 7000). The IP address of the AGA server. A description of the AGA server (for example, Advisors Genesys Adapter for CCAAdv/WA). In an Oracle environment, 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. 	<p>Default port number is 7000.</p>