Performance Management Advisors Deployment Guide

Find and Edit XML Generator Properties

12/16/2025

Find and Edit XML Generator Properties

NEW Starting in release 8.5.1, XML Generator no longer requires Advisors Platform to function; that is, it is no longer necessary to install Advisors Platform to support Contact Center Advisor XML Generator.

XML Generator now monitors the Administration module; if you change configuration in the Administration module, XML Generator directs Genesys Adapter to retrieve stats data.

Also starting in release 8.5.1, you must configure an XML Generator **Application** in Configuration Manager or Genesys Administrator. For more information, see Integration with Solution Control Server and Warm Standby.
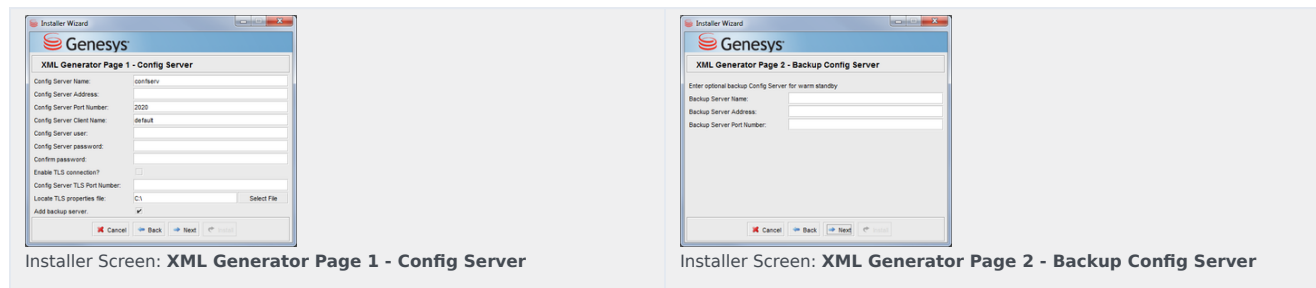
> ## Important
>
> Business objects such as application groups or contact centers are not loaded in the database by starting the XML Generator alone, and will only appear after the Geronimo application server has started.
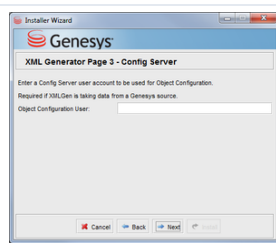
Properties Files

When you deploy XML Generator, the installer prompts for properties for which the Advisors Platform also prompts because XML Generator now contains and installs some of the same functionality. The XML Generator properties files are described below, including the relationship of the files to the installer screens.
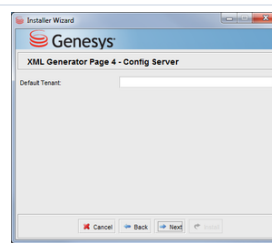
GenesysConfig.properties File

XML Generator stores the data you enter on the following installer screens in the `GenesysConfig.properties` file.

Installer Screen: **XML Generator Page 1 - Config Server**

Installer Screen: **XML Generator Page 2 - Backup Config Server**

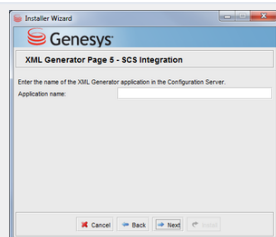| Installer Screen: **XML Generator Page 3 - Config Server** | Installer Screen: **XML Generator Page 4 - Config Server** |

> ### Important
>
> When you install XML Generator, it will not overwrite an existing `GenesysConfig.properties` file in the `conf` directory (created by a previous installation of Advisors Platform).
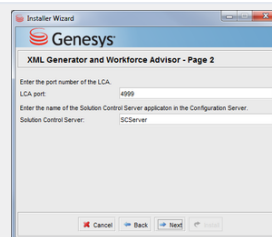
Due to the separation of Advisors Platform and XML Generator, it is no longer necessary to launch Advisors Platform before you launch XML Generator.

XMLGen.properties File

Data from the following installer screens is stored in the XMLGen.`properties` file:

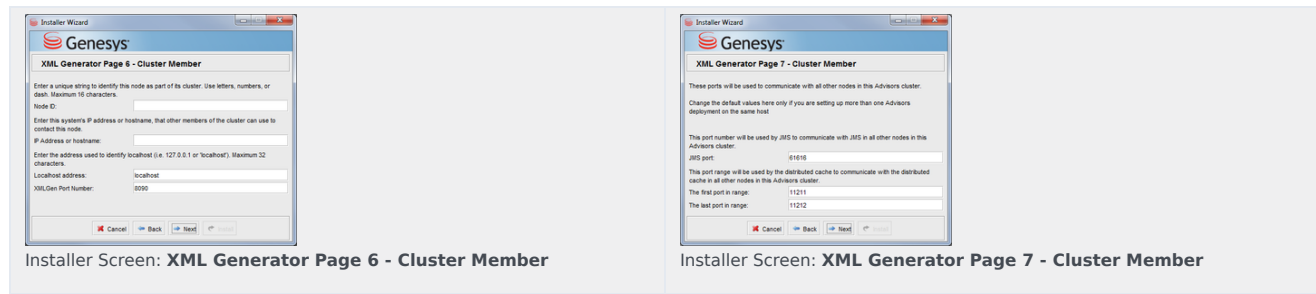| Installer Screen: **XML Generator Page 5 - SCS Integration** | Installer Screen: **XML Generator and Workforce Advisor - Page 2** |

> ### Tip
>
> A new property has been added to the XMLGen.`properties` file starting in release 8.5.1: `advisors.xmlgen.webserver.port`. The default port number is 8090, however this port number must be the same as the port specified for the XML Generator Application in the Configuration Server. Ensure you manually update the port number associated with the `advisors.xmlgen.webserver.port` property if you change the port number for the XML Generator Application in the Configuration Server.

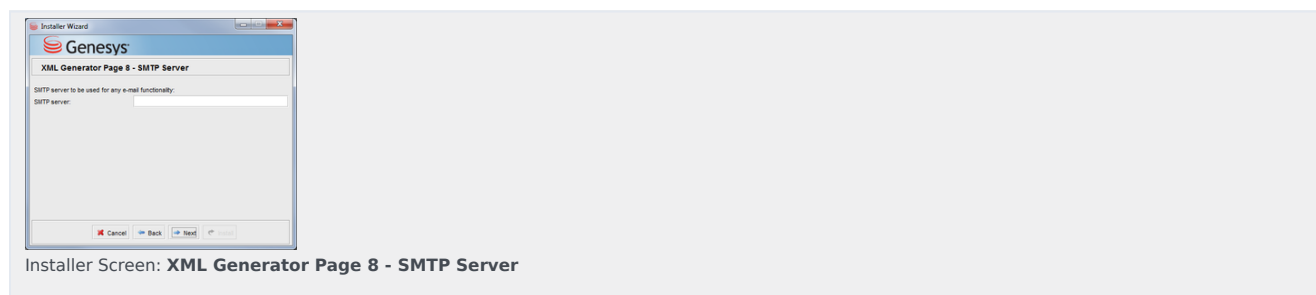## ActiveMQ.properties and Caching.properties Files

Data from the following installer screens is entered in the `ActiveMQ.properties` and `Caching.properties` files in the Advisors database:

Installer Screen: **XML Generator Page 6 - Cluster Member**

Installer Screen: **XML Generator Page 7 - Cluster Member**

MailService.properties File

Data from the following screen is stored in `MailService.properties` file:

Installer Screen: **XML Generator Page 8 - SMTP Server**

Edit XML Generator Configuration

Use the following procedures to modify XML Generator configuration:

- Modifying the XML Generator Configuration
- Changing the XML Generator Connection

Modifying the XML Generator Configuration

Procedure:

Purpose: To ensure that XML Generator works properly with the metrics database.

Steps

1. After installation of XML Generator, there should be a row in the Platform database in the `ICM_DATABASE` table corresponding to the CCAdv/WA metrics database. If not, add this row. This
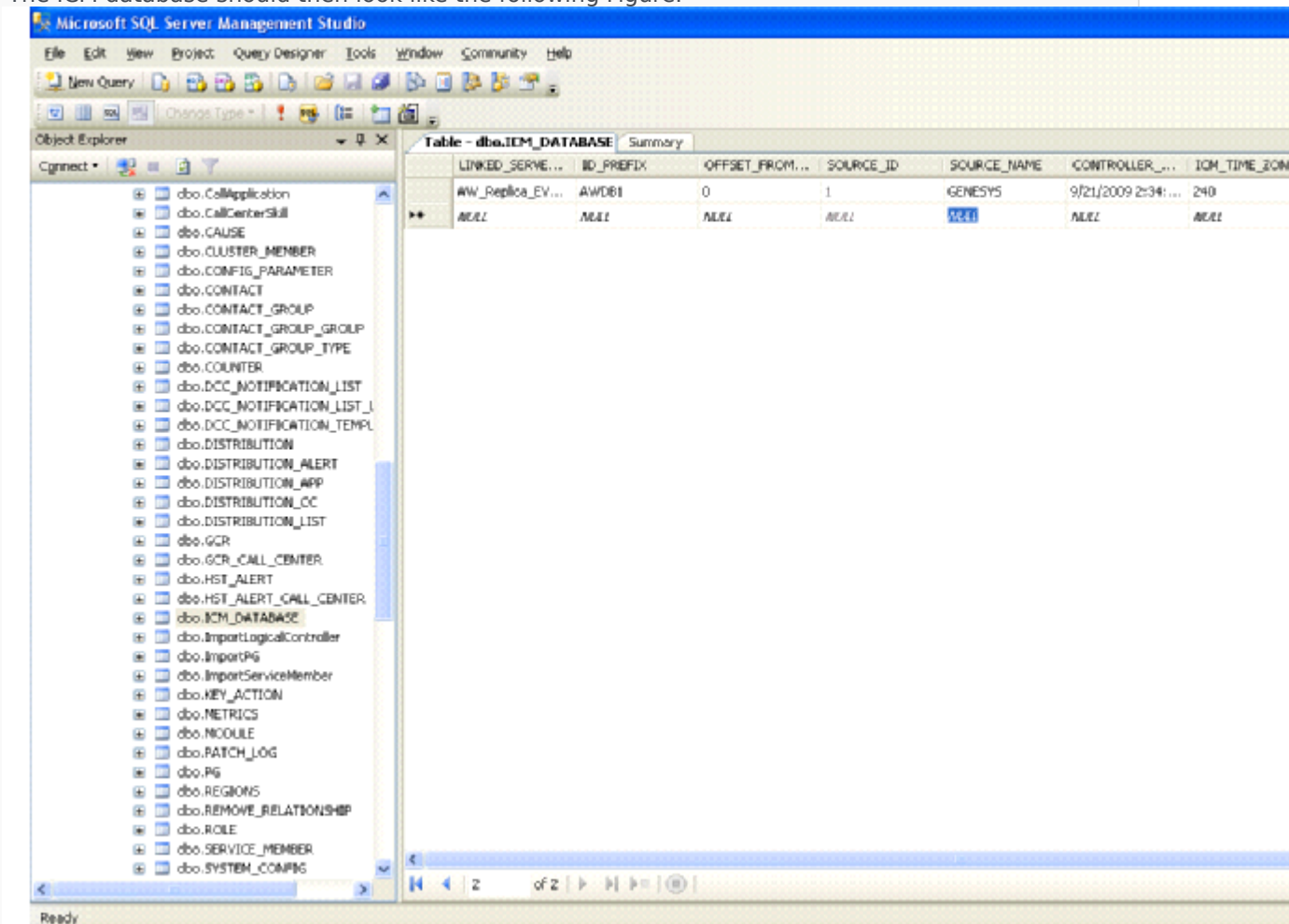
row is necessary to ensure that XML Generator works properly with the metrics database.

2. Once the row is inserted, or if there is already an existing row for the metrics database, then update the source column for that row to read GENESYS (all upper-case) by executing the following command:
   `UPDATE <ccawa_dbname>.<schema_name>.ICM_DATABASE SET SOURCE_NAME='GENESYS' WHERE LINKED_SERVER_NAME IN ('<metrics_db_1>','<metrics_db_2.>'..,'<metrics_db_n>')`

   The (<metrics_db_1>,<metrics_db_2...,<metrics_db_n>) string is a list of metrics database destinations for the Genesys Adapter.

   The ICM database should then look like the following Figure.

ICM Database screen

Changing the XML Generator Connection

You can change the database connection information for XML Generator after installation. The XML

Generator database connection information is located in the following file:

- `conf/XMLGen.properties`

To change the password, see Change Encrypted Passwords.