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# Performance Management Advisors Deployment Guide

Advisors Software Distribution Contents

12/17/2025

# 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 installation file for Advisors Platform.	In release 8.5.2, you use the Advisors Platform installation wizard to install the Advisors Web services and to configure available integration with Genesys Pulse. For detailed information about the Advisors Platform installation wizard, see <a href="#">Deploying Advisors Platform</a> .
baseweb-<version>-static-web.zip	A copy of the static files that can be served by Apache.	
<b>supplement/</b> advisors-migration-wizard-<version>.jar user-migration-util-<version>.zip	The Advisors migration utilities.	See <a href="#">User Migration Utility and Object</a>

Distribution Artifacts	Contents	Notes
		<a href="#">Migration Utility</a> in the <i>Genesys Performance Management Advisors Migration Guide</i> .
<b>platform-database-sql/mssql/</b>  advisors-platform-new-database-<version>.sql advisors-platform-migrateSchema_<from-versions>_<to-version>.sql Readme-advisors-platform-migrate_<from-versions>_<to-version>.txt	<ol style="list-style-type: none"> <li>1. ...-new-database-8.5.202.09.sql Creates database objects for the MS SQL Platform database after the Platform database is created.</li> <li>2. ...-migrateSchema_8.5.101(102)_8.5.202.09.sql The scripts to update an existing MS SQL Platform database. The scripts are applicable to Advisors release 8.5.102 and to the release immediately preceding 8.5.102 (that is, release 8.5.101.21).</li> </ol>	<p>For additional details, see the ReadMe file, if present. The Readme-advisors-platform-migrate_8.5.101(102)_ file is applicable to Advisors release 8.5.102 and to the release immediately preceding 8.5.102 (that is, release 8.5.101.21). Also see the <a href="#">Release Notes</a>.</p> <p>To create an MS SQL database for Advisors, see instructions on the <a href="#">Creating a SQL Server Database</a> page in this Guide.</p>

Distribution Artifacts	Contents	Notes
		To migrate an Advisors Platform database, see instructions on the <a href="#">Migrating Databases to Advisors Release 8.5.2</a> page in the <i>Genesys Performance Management Advisors Migration Guide</i> .
<p><b>platform-database-sql/oracle/</b></p> <p>advisors-platform-&lt;version&gt;_INMEMORY.sql  advisors-platform-&lt;version&gt;_NO_INMEMORY.sql  advisors-platform-&lt;version&gt;_ObjectsCustom.sql  advisors-platform-&lt;version&gt;_ObjectsDefault.sql  advisors-platform-&lt;version&gt;_ObjectsPlus.sql  advisors-platform-&lt;version&gt;_Schema.sql  advisors-platform-&lt;version&gt;_TBS.sql  advisors-platform-&lt;version&gt;_User.sql  advisors-platform-migrateSchema_&lt;from-versions&gt;_&lt;to-version&gt;.sql  Readme-advisors-platform-migrate_&lt;from-versions&gt;_&lt;to-version&gt;.txt</p> <p>Any additional files in the folder are not to be executed manually. They are called automatically within the sql*Plus script during runtime.</p>	<p>The creation scripts for the Platform database for Oracle.</p> <p>1. ..._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 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.</p> <p>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>2. ..._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</p>	<p>The distribution contains several folders:</p> <ul style="list-style-type: none"> <li>The files contained in the platform-database-sql\oracle folder are for deployment/migration with an Oracle database that has Java Virtual Machine JServer</li> </ul>

Distribution Artifacts	Contents	Notes
	<p>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>3. ..._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>4. ..._ObjectsCustom.sql An alternate script that has the same purpose as ..._ObjectsPlus.sql, but can be executed from Oracle 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>5. ..._ObjectsDefault.sql An alternate 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>6. ..._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 alternate script that replaces, and has the same purpose as ..._User.sql and ..._ObjectsPlus.sql combined.</p> <p>7. ..._INMEMORY.sql You use this script if you run the Oracle 12C In-Memory option. For information about using this script, see <a href="#">Migrating Databases to Advisors Release 8.5.2</a> in the <i>Genesys Performance Management Advisors Migration Guide</i>.</p> <p>8. ..._NO_INMEMORY.sql You use this script to revert the changes to the metrics schema if you previously executed the ..._INMEMORY.sql script. For information about using this script, see</p>	<p>installed.</p> <ul style="list-style-type: none"> <li>The files contained in the platform database - sql\oracle\oracleNoJServer are for deployment/migration with an Oracle database that does not have the Java Virtual Machine JServer installed.</li> <li>The CSCO folder contains a script that must be applied in installations with a CISCO</li> </ul>

Distribution Artifacts	Contents	Notes
		data source, in addition to the regular deployment or migration script.
		For additional details, see the following:
	<p><b>Migrating Databases to Advisors Release 8.5.2</b> in the <i>Genesys Performance Management Advisors Migration Guide</i>.</p> <p>9. advisors-platform-migrateSchema_8.5.101(102)_8.5.202.09.sql</p> <p>The scripts to update an existing Oracle Platform database. The scripts are applicable to Advisors release 8.5.102 and to the release immediately preceding 8.5.102 (that is, release 8.5.101.21).</p>	<ul style="list-style-type: none"> <li>Read me - advisors - platform - &lt;version&gt;.txt, if present. Otherwise, see the <b>Release Notes</b>.</li> <li>Read me - advisors - platform - migrate_8.5.101(102)_8.5.202.09.txt, if present.</li> </ul>

Distribution Artifacts	Contents	Notes
		The ReadMe file is applicable to Advisors release 8.5.102 and to the release immediately preceding 8.5.102 (that is, release 8.5.101.21). Otherwise, see the <a href="#">Release Notes</a> .
.../bulkconfig/independent/ccadvbulkload/	The CCAdv bulk configuration tool for deployments in which you have specified the independent configuration mode for CCAdv (and WA, if you deploy it).	To use the CCAdv bulk configuration tool, see instructions on the <a href="#">CCAdv Bulk Configuration - Independent Mode</a> page in this Guide.
.../bulkconfig/independent/wa-bulkload/	The WA bulk configuration tool for deployments in which you have specified the independent configuration mode for CCAdv and WA.	To use the WA bulk configuration tool, see instructions on the <a href="#">WA Bulk Configuration</a>

Distribution Artifacts	Contents	Notes
		– <a href="#">Independent Mode</a> page in this Guide.
.../bulkconfig/integrated/ccadv-wa-bulkload/	The CCAdv/WA bulk configuration tool for deployments in which you have specified the integrated configuration mode for CCAdv and WA.	To use the CCAdv/WA bulk configuration tool, see instructions on the <a href="#">CCAdv/WA Bulk Configuration</a> – <a href="#">Integrated Mode</a> page in this Guide.
<b>metric-graphing-database-sql/mssql-...</b> mg-new-database-<version>.sql	<p>The creation script for the metric graphing database on MS SQL.</p> <p>This script is located in the metric-graphing-database-sql directory.</p> <p>The IP includes the following folders:</p> <ul style="list-style-type: none"> <li>mssql-standard (for installations that use MS SQL Standard Edition)</li> <li>mssql-enterprise (for installations that use MS SQL Enterprise Edition)</li> </ul> <p>Ensure you use the files from the folder that corresponds to your edition of Microsoft SQL Server.</p>	
<b>metric-graphing-database-sql/oracle-...</b> mg-<version>_INMEMORY.sql mg-<version>_NO_INMEMORY.sql mg-<version>_ObjectsCustom.sql mg-<version>_ObjectsDefault.sql mg-<version>_ObjectsPlus.sql mg-<version>_Schema.sql mg-<version>_TBS.sql mg-<version>_User.sql migrate_mg_<from-version>_<to-version>.sql	<p>The creation scripts for the metric graphing database on Oracle.</p> <p>The scripts are located in the metric-graphing-database-sql directory.</p> <p>The IP includes the following folders:</p> <ul style="list-style-type: none"> <li>oracle-without-partitions (for installations that use Oracle without the partitioning option)</li> <li>oracle-with-partitions (for installations that use Oracle with the partitioning option)</li> </ul> <p>Ensure you use the files from the folder that corresponds to your edition of Oracle.</p>	For additional details, see the Readme file, if present. Otherwise, see the <a href="#">Release Notes</a> .



Distribution Artifacts	Contents	Notes
	<ol style="list-style-type: none"> <li data-bbox="695 310 1312 541">1. <code>_Schema.sql</code> Creates the Platform user, schema, and all database objects. To be executed by a database user who has permission to create other users. An alternate script that replaces, and has the same purpose as <code>...User.sql</code> and <code>...ObjectsPlus.sql</code> combined.</li> <li data-bbox="695 562 1320 1276">2. <code>..._TBS.sql</code> To be executed by a database user who has permission to create tablespaces. The script generates a resulting script, <code>runTbsCre.sql</code>, 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 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.</li> <li data-bbox="695 1297 1304 1633">3. <code>..._User.sql</code> 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.</li> <li data-bbox="695 1654 1312 1833">4. <code>..._ObjectsPlus.sql</code> 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</li> </ol>	

Distribution Artifacts	Contents	Notes
	<p>tablespaces are created.</p> <p>5. ..._ObjectsCustom.sql An alternate script that has the same purpose as ..._ObjectsPlus.sql, but can be executed from Oracle Sql Developer by the previously-created CCAdv/WA metric graphing 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>6. ..._ObjectsDefault.sql An alternate 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> <p>7. ..._INMEMORY.sql You use this script if you run the Oracle 12C In-Memory option. For information about using this script, see <a href="#">Migrating Databases to Advisors Release 8.5.2</a> in the <i>Genesys Performance Management Advisors Migration Guide</i>.</p> <p>8. ..._NO_INMEMORY.sql You use this script to revert the changes to the metrics schema if you previously executed the ..._INMEMORY.sql script. For information about using this script, see <a href="#">Migrating Databases to Advisors Release 8.5.2</a> in the <i>Genesys Performance Management Advisors Migration Guide</i>.</p> <p>9. migrate_mg_8.5.101.15_8.5.202.09.sql A metric graphing migration script applicable to any release between 8.5.101.15 and 8.5.102.</p>	

## [+] Advisors Genesys Adapter

Distribution Artifacts	Contents	Notes
aga-installer-<version >.jar		The installer for Genesys Adapter.
configuration-schema/mssql/		The creation and migration script

Distribution Artifacts	Contents	Notes
gc_metrics_db_<version>.sql		for an Advisors Genesys Adapter metrics database on MS SQL.
<b>configuration-schema/oracle</b> gc_metrics_<version>_INMEMORY.sql gc_metrics_<version>_NO_INMEMORY.sql gc_metrics_<version>_ObjectsCustom.sql gc_metrics_<version>_ObjectsDefault.sql gc_metrics_<version>_ObjectsPlus.sql gc_metrics_<version>_Schema.sql gc_metrics_<version>_TBS.sql gc_metrics_<version>_User.sql	<p>1. ..._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.</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> <p>2. ..._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</p>	<p>The creation and migration scripts for an Advisors Genesys Adapter metrics database on Oracle.</p>

Distribution Artifacts	Contents	Notes
	<p>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>3. ..._ObjectsPlus.sql An SQL*Plus script that creates all AGA metrics DB objects. To be executed by the previously-created AGA metrics user and after all the planned tablespaces are created.</p> <p>4. ..._ObjectsCustom.sql An alternate 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>5. ..._ObjectsDefault.sql An alternate 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>	

Distribution Artifacts	Contents	Notes
	<p>6. ..._INMEMORY.sql You use this script if you run the Oracle 12C In-Memory option. For information about using this script, see <a href="#">Migrating Databases to Advisors Release 8.5.2</a> in the <i>Genesys Performance Management Advisors Migration Guide</i>.</p> <p>7. ..._NO_INMEMORY.sql You use this script to revert the changes to the metrics schema if you previously executed the ..._INMEMORY.sql script. For information about using this script, see <a href="#">Migrating Databases to Advisors Release 8.5.2</a> in the <i>Genesys Performance Management Advisors Migration Guide</i>.</p> <p>8. ..._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 alternate script that replaces, and has the same purpose as, ...User.sql and ...ObjectsPlus.sql combined.</p>	

## [+] Contact Center Advisor/Workforce Advisor

Distribution Artifacts	Contents	Notes
ccadv-wa-installer-<version>.jar	The installation file for the Contact Center Advisor (CCAdv) XML Generator application, Workforce Advisor (WA) server, CCAdv accessibility services (optional), WA accessibility services (optional), and the Resource Management Console (optional).	<p>For detailed information about the CCAdv/WA installation wizard, see <a href="#">Deploying CCAdv and WA</a>.</p> <p>In release 8.5.2, you deploy the CCAdv and WA dashboards (Advisors Web services) using the Advisors Platform installation wizard; see also <a href="#">Advisors Platform software distribution contents</a>,</p>

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Distribution Artifacts	Contents	Notes
		above.

**[+] Frontline Advisor**

Distribution Artifacts	Contents	Notes
fa-server-installer-<version>.jar	The installation file for the Frontline Advisor (FA) server.	<p>For detailed information about the FA installation wizard, see <a href="#">Deploying Frontline Advisor</a>.</p> <p>In release 8.5.2, you deploy the Frontline Advisor dashboard (Advisors Web services) using the Advisors Platform installation wizard; see also <a href="#">Advisors Platform software distribution contents</a>, above.</p> <p>Agent Advisor is discontinued starting with Advisors release 8.5.2.</p>