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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

Starting with release 9.0.002.03, there is no longer a baseweb-<version>-static-web.zip file included with the software installation package; baseweb static files are no longer needed. If you are following the [Apache configuration recommendations](#), no files need to be served directly from Apache.

Distribution Artifacts	Contents	Notes
advisors-platform-installer-<version>.jar	The installation file for Advisors Platform.	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 Deploying Advisors Platform .
... supplement/ advisors-migration-wizard-<version>.jar user-migration-util-<version>.zip	The Advisors migration utilities.	See User Migration Utility and Object Migration Utility in the <i>Genesys Performance Management Advisors Migration Guide</i> .
platform-database-sql/mssql/ advisors-platform-new-database-<version>.sql advisors-platform-migrateSchema_<from-versions>_<to-version>.sql	<ol style="list-style-type: none"> 1. ...-new-database-<version>.sql Creates database objects for the MS SQL Platform database after the Platform database is created. 2. ...-migrateSchema_<from-versions>_<to-version>.sql The scripts to update an existing MS SQL Platform database. 	Always check the Release Notes for additional information.

Distribution Artifacts	Contents	Notes
<p>platform-database-sql/oracle/</p> <p>advisors-platform-<version>_INMEMORY.sql advisors-platform-<version>_NO_INMEMORY.sql advisors-platform-<version>_ObjectsCustom.sql advisors-platform-<version>_ObjectsDefault.sql advisors-platform-<version>_ObjectsPlus.sql advisors-platform-<version>_Schema.sql advisors-platform-<version>_TBS.sql advisors-platform-<version>_User.sql advisors-platform-migrateSchema_<from-versions>_<to-version>.sql WhatsInThisFolder.txt (Starting with release 9.0.001.06) WhatFolderToUse.txt (Starting with release 9.0.001.06)</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> <ol style="list-style-type: none"> 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. 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 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. 3. ..._ObjectsPlus.sql An SQL*Plus script that creates 	<p>The platform-database-sql/oracle/ directory contains several files and folders. Starting with release 9.0.001.06, see the WhatsInThisFolder.txt file, also included in the same location, for information about the folders and scripts as well as instructions about how and why to use them.</p> <p>In addition, also starting with release 9.0.001.06, within the migration, migrationarchive, oracleJServer, and oracleNoJServer folders you will find a WhatFolderToUse.txt file. Be sure to read the file to understand the differences between the current_user and definer folders.</p> <p>Always check the Release Notes for additional information.</p>

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	<p>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.</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.</p>	

Distribution Artifacts	Contents	Notes
	<p>9. advisors-platform-migrateSchema_<from-versions>_<to-version>.sql The scripts to update an existing Oracle Platform database.</p>	
.../bulkconfig/	<p>The CCAAdv and WA bulk configuration tool. To use the bulk configuration tool, see instructions on the following pages in this guide:</p> <ul style="list-style-type: none"> • CCAAdv Bulk Configuration – Independent Mode • WA Bulk Configuration – Independent Mode • CCAAdv/WA Bulk Configuration – Integrated Mode 	<p>The bulkconfigarchive folder contains a corrected bulk configuration tool and bulk export tool. Use the tool in the bulkconfigarchive folder if you must export or reconfigure the rollups in earlier-release installations (releases prior to release 9.0) before you export the configuration.</p> <p>For additional information about changes to bulk configuration in release 9.0, see Changes to Bulk Configuration Starting with Release 9.0 in the <i>Pulse Advisors Deployment Guide</i>.</p>
<p>metric-graphing-database-sql/mssql-... mg-new-database-<version>.sql</p>	<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"> • mssql-standard (for installations that use MS SQL Standard Edition) • mssql-enterprise (for installations that use MS SQL Enterprise Edition) <p>Ensure you use the files from the folder that corresponds to your edition of Microsoft SQL Server.</p>	
metric-graphing-database-sql/oracle-...	The creation scripts for the metric graphing database on Oracle.	Always check the Release Notes for additional

Distribution Artifacts	Contents	Notes
<p>mg-<code><version></code>_INMEMORY.sql mg-<code><version></code>_NO_INMEMORY.sql mg-<code><version></code>_ObjectsCustom.sql mg-<code><version></code>_ObjectsDefault.sql mg-<code><version></code>_ObjectsPlus.sql mg-<code><version></code>_Schema.sql mg-<code><version></code>_TBS.sql mg-<code><version></code>_User.sql migrate_mg-<code><from-version></code>_<code><to-version></code>.sql</p>	<p>The scripts are located in the <code>metric-graphing-database-sql</code> directory.</p> <p>The IP includes the following folders:</p> <ul style="list-style-type: none"> • <code>oracle-without-partitions</code> (for installations that use Oracle without the partitioning option) • <code>oracle-with-partitions</code> (for installations that use Oracle with the partitioning option) <p>Ensure you use the files from the folder that corresponds to your edition of Oracle.</p> <ol style="list-style-type: none"> 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. 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. <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</p>	<p>information.</p>

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	<p>among multiple tablespaces. 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 CCAdv/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>4. ..._ObjectsPlus.sql An SQL*Plus script that creates all CCA/WA database objects necessary for metrics graphing. To be executed by the previously-created CCAdv/WA metric graphing user and after all planned 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</p>	

Distribution Artifacts	Contents	Notes
	<p>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.</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.</p> <p>9. migrate_mg_<from-version>_<to-version>.sql The metric graphing database migration script.</p>	

[+] Advisors Genesys Adapter

Distribution Artifacts	Contents	Notes
aga-installer-<version>.jar		The installer for Genesys Adapter.
configuration-schema/mssql/ gc_metrics_db_<version>.sql		The creation and migration script for an Advisors Genesys Adapter metrics database on MS SQL.
configuration-schema/oracle 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</p>	The creation and migration scripts for an Advisors Genesys Adapter metrics database on Oracle.

Distribution Artifacts	Contents	Notes
	<p>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 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,</p>	

Distribution Artifacts	Contents	Notes
	<p>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> <p>6. ..._INMEMORY.sql You use this script if you run the Oracle 12C In-Memory option.</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.</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</p>	

Distribution Artifacts	Contents	Notes
	...ObjectsPlus.sql combined.	

[+] 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 Deploying CCAdv and WA.</p> <p>You deploy the CCAdv and WA dashboards (Advisors Web services) using the Advisors Platform installation wizard; see also Advisors Platform software distribution contents, above.</p>

[+] 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 Deploying Frontline Advisor.</p> <p>You deploy the Frontline Advisor dashboard (Advisors Web services) using the Advisors Platform installation wizard; see also Advisors Platform software distribution contents, above.</p>