Reporting and Analytics Aggregates Deployment Guide

How Do I Uninstall RAA?

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You can uninstall Reporting and Analytics Aggregates (RAA) using the setup utility (the same one used for installation). This wizard-driven utility deletes most of the files that are deployed during installation, and removes the application instance from the Microsoft Windows registry, however it does not remove all traces of RAA from your computer. For example, it does not:

- Stop the aggregation process.
- Reconfigure the Genesys Info Mart Application to prevent it from calling the aggregation process.
- Drop the aggregate tables and views (AG2_*), or the internal aggregate-related tables (AGR_*) that support them, from Info Mart.
- Delete the **\agg** subdirectory, unless that directory is in the default location.

Optionally, you can manually clean up these remaining issues (steps 2 through 4, below).

This page guides you through the steps that you must perform to uninstall RAA completely. It contains the following sections:

Contents

> **Tip**
>
> On UNIX platforms, you do not have to uninstall the previous RAA version to reinstall it or to install a new version.

1. Run the Uninstall Routine

You can uninstall RAA by using either the setup utility that is provided in the installation package or the **Add/Remove Programs** utility that is assessed from the Windows Control Panel.

Procedure: Uninstall From Installation Maintenance

Purpose: To uninstall RAA using the Installation Maintenance.

Steps

1. From the RAA installation package, double-click the **setup.exe** file.
2. From the **Welcome** page, click **Remove**.

OR

Procedure: Uninstall From the Control Panel

Purpose: To uninstall RAA using the Control Panel.

Steps

1. Open **Add/Remove Programs**.
2. Select the Reporting and Analytics Aggregates 8.x application.
3. Click **Add/Remove**.

Using either procedure, this routine deletes the program instance in the Microsoft Windows registry and all files from the root directory that were deployed by the RAA installation routine. Any additional files that have been placed in this directory after initial deployment, such as any log or personal files,

remain. And, if you directed the RAA installation routine to deploy files to the GIM root directory, other Genesys Info Mart files that are unrelated to Genesys Info Mart aggregation will remain. Consider backing up this directory before you delete any of its files.

Next, perform the additional manual steps that are listed in the following sections to complete the uninstall.

2. Disable Aggregation in the GIM Application

If you have uninstalled the RAA application (described in the previous section), you must also reconfigure the Genesys Info Mart application to prevent it from performing data aggregation and attempting to write data to the aggregation tables. If you do not, errors will be logged.

The Table **Turning Off Aggregation** provides a listing of the applicable Genesys Info Mart configuration options and their the settings, to reflect a discontinued use of aggregation.

Turning Off Aggregation

[Section] Option	Set Value To:
[schedule] run-aggregates	`false`
[gim-etl] aggregation-engine-class-name	none (or, remove this option from configuration altogether)

Optionally, remove all configuration sections that are prefaced with **[agg...]**, such as **[agg-gim-thld-QUEUE-ACC]**. Take care, however, before removing any other configuration sections or options that are described How Do I Configure Genesys Info Mart for Aggregation?. They might be necessary for other Genesys Info Mart functions.

3. Delete RAA-Specific Database Objects

The following list shows the tables, views, and indexes that the RAA installation routine creates. To complete the uninstallation, consider dropping these objects from your database, as well as all AGT* tables. Doing so will free up table space and improve Info Mart performance. Please note, however, that this step is optional.

Aggregation-related Views and Tables

```
AG2_*
AGT_*
AGR_*
*_GI2
GI2_*
```

```
PENDING_AGR
RELATIVE_RANGE
TODAY
```

Aggregation-related Indexes

```
RESOURCE_.IDX_AGR_RESOURCE_NAME
RESOURCE_.IDX_AGR_RESOURCE_AG_NAME
RESOURCE_.IDX_RES_KEY_TYPE_CODE
IXN_RESOURCE_STATE_FACT.IDX_IRSF_IRF
IRF_USER_DATA_GEN_1.IDX_IRFUG_GSWCAG
SM_RES_STATE_FACT.IDX_RSF_AGR_DB
SM_RES_SESSION_FACT.IDX_RSSF_AGR_DB
IXN_RESOURCE_STATE_FACT.IDX_IRSF_AGR_DB
SM_RES_STATE_REASON_FACT.IDX_RSRF_AGR_DB
INTERACTION_RESOURCE_FACT.IDX_IRF_AGR_DB
```

Aggregation-related Rows and Columns

The installation routine also adds the following rows and columns to existing tables:

Three rows in the CTL_SCHEMA_INFO table (the Genesys Info Mart Server creates this table), where: schema_name=:

```
'Genesys Aggregator'
'Infomart Aggregation'
'Interactive Insights'
```

The DURATION_BUCKET column in the following tables on Microsoft SQL Server platforms:

```
INTERACTION_RESOURCE_FACT
IXN_RESOURCE_STATE_FACT
SM_RES_SESSION_FACT
SM_RES_STATE_FACT
SM_RES_STATE_REASON_FACT
```

> **Tip**
>
> The temporary database objects that are created by the aggregation migration utility are listed in the *Genesys Migration Guide*.

4. Additional Steps

If you moved the **\agg** directory, or if there are files, other than deployed files, in the **\agg** directory, the uninstall routine will not delete it. You can delete it manually to complete the uninstallation.