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Reporting and Analytics Aggregates Deployment Guide

Install RAA

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This page explains how you can perform a new installation of Reporting and Analytics Aggregates (RAA), or how you can upgrade from a prior RAA release.

What Do I Need to Do Before I Deploy RAA?

Prior to installing RAA 9.0, ensure that:

- A supported release of Genesys Info Mart 8.5 is installed (or upgraded) on the target computer.
 - The [Genesys Info Mart Deployment Guide](#) describes the installation of Genesys Info Mart.
 - For information about compatible releases, see the [Product Alert](#).
- In environments where Genesys Info Mart has been upgraded, you must recreate RAA schema views, as described in [How Do I Recreate Schema Views?](#)
- You have administrative privileges on the target computer.
- You have administrative access to the Genesys Info Mart database.
- You have write access to the root directory of Genesys Info Mart. For UNIX plug-in mode, you must know the location of the root directory.
- The Info Mart database has adequate table space for the creation of the aggregate tables and the population of their data. Refer to the [Genesys Info Mart Database Sizing Spreadsheet](#) to estimate the space that is required given the configuration of objects in your contact center and expected interaction flow activity.

What Are the Installation Steps?

You can install RAA on UNIX and/or Microsoft Windows platforms. Refer to the [Genesys Supported Operating Environment Reference Guide](#) for a listing of the specific supported platforms. Install RAA using one of the following procedures:

Procedure: Installing RAA on UNIX

Steps

1. From the RAA image, locate the `install.sh` shell script, and run the script from the command line by typing `sh install.sh`
2. The installer prompts you to enter the installation mode. Enter 1 for GIM Plugin mode.

3. The installer prompts you to enter the directory in which to install RAA. Enter the full path to the GIM root folder.

As soon as the installation process completes, a message announces that installation was successful. The routine creates a subdirectory (named `agg`) in the current directory and places RAA files in it. You can install more than one instance of RAA on a single UNIX platform.

Next Steps

After you have installed RAA successfully, perform the steps in [After Installation, What Additional Steps Do I Perform?](#) to complete the setup for running the aggregation process.

Procedure: Installing RAA on Microsoft Windows

Steps

1. From the RAA image, locate and invoke the `setup.exe` file.
2. At the Welcome screen, click **Next**.
3. If the installation routine detects that an RAA application is already installed on the host, it displays a Maintenance Setup Type screen. At this screen, choose to do one of the following:
 - Install a new instance of the RAA application.
 - Maintain an existing RAA application; choose the application that you want to remove from the list. Only one RAA instance can reside on a Microsoft Windows host.
4. Click **Next**. Otherwise, the installation routine displays the **Select Installed Application** screen.
5. If you chose to install a new instance:
 - a. At the **Select Installed Application** screen, select the Genesys Info Mart application into which you want to deploy the RAA option. Click **Next**.
 - b. If RAA has already been installed for the Genesys Info Mart application that you selected, the installation routine prompts you to select another application.
 - c. At the **Ready to Install** screen, click **Install**. The Wizard displays a progress-of-completion bar on the Installation Status screen while it copies the necessary files and registers dynamic-link libraries (DLLs).
6. If you chose to maintain an existing RAA application, at the **Welcome to the Maintenance** screen, select **Remove**, and confirm your selection by clicking **Yes** within the dialog box that

appears.

7. Click **Next**. The installation routine removes all deployed contents of the **\agg** folder and the folder itself, unless it contains other than deployed files.
8. At the **Installation Complete** or **Maintenance Complete** screen, click **Finish**.

Within the **Genesys Solutions** program group, the wizard creates a **Reporting and Analytics Aggregates** program group with one menu item: **ReadMe**—a shortcut to information about the RAA installation package. The wizard also creates a subfolder inside the Genesys Info Mart root folder—**\agg**—and deploys RAA-specific files therein. Refer to [What Application Files Are Installed?](#) for a list of these files.

Next Steps

After you have installed RAA successfully, perform the steps in [After Installation, What Additional Steps Do I Perform?](#) to complete the setup for running the aggregation process.

Can I Upgrade From an Earlier Release of RAA?

The upgrade of RAA consists of re-installing the application and running the aggregation process in either integrated or autonomous mode.

1. On Microsoft Windows platforms, you must uninstall RAA before you can re-install it. Follow the instructions in [How Do I Uninstall RAA?](#) to learn more about uninstalling RAA. This step is not required on UNIX platforms.
2. Follow the instructions in [What Are the Installation Steps?](#), to reinstall the application. Refer to the *Reporting and Analytics Deployment Procedure*, available on docs.genesys.com for additional steps that pertain to multiple-tenant and custom userdata environments.
3. Run aggregation to automatically create the necessary tables and columns that are required to populate them. Follow the instructions on the [How Do I Manage the Aggregation Process?](#) page of the *Reporting and Analytics Aggregates User's Guide* to learn more about integrated and autonomous aggregation modes.

What Steps are Required to Migrate Genesys Info Mart 7.6 Aggregation Tables?

To migrate from release 7.6 to release 9.0.x, you must migrate in two steps (from 7.6 to 8.1.103.01, and then to 9.0.x). RAA provides a utility (described in the [Genesys Migration Guide](#)) that migrates data from Info Mart 7.6 aggregate tables and associated dimensions into the 8.1.x schema.