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Stat Server Deployment Guide

Application Files

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Application Files

The Stat Server installation routine creates a root application folder with two subfolders:

- java
- sql_scripts

Warning

Do not attempt to run the SQL scripts manually because of the potential for data loss. They are intended only for Stat Server's internal use and advanced database administrators.

Contents of the Root Folder

File Name	Description
common.lms	File storing log messages common to all Genesys components.
dbclient_db2.exe, dbclient_oracle.exe, dbclient_msql.exe (Windows) dbclient_db2_32, bclient_db2_64, dbclient_oracle_32, dbclient_oracle_64 (Unix)	The dbclient executable. The appropriate executable is used to establish the connection to a particular database, using DB Info provided in the connected Database Access Point. See <i>Framework Database Connectivity Reference Guide</i> for more information.
ip_description.xml	File storing installation package content.
read_me.html	File containing general information about the installation package.
startServer.bat (Windows) run.sh (Unix)	Batch file containing the Stat Server executable and command-line parameters used to start Stat Server.
statserv.exe (Windows) statserv (Unix)	Application executable. Where Stat Server supports both the 32- and 64-bit memory models for a particular platform, Stat Server uses your selection during the installation to define this file.
statserv_32.exe (Windows) statserv_32 (Unix)	Application executable for 32-bit platforms. This file and statserv_64 appear only on those platforms that support both memory models.
statserv_64.exe (Windows) statserv_64 (Unix)	Application executable for 64-bit platforms. This file and statserv_32 appear only on those platforms that support both memory models.
statserv.pdb	File for advanced troubleshooting of Stat Server on

File Name	Description
	Windows operating systems.
StatServer.lms	File storing Stat Server-specific log messages.
java subfolder	Subfolder. See Contents of the java subfolder for folder contents.
sql_scripts subfolder	<p>Subfolder containing three subfolders, holding SQL scripts for each of the following RDBMS types:</p> <ul style="list-style-type: none">• DB2• Oracle• Microsoft SQL <p>See Contents of the sql_scripts subfolder for the contents of each subfolder.</p>

Contents of the sql_scripts/[dbtype] Subfolder

File Name	Description
login_[dbtype].sql	SQL script that creates the LOGIN table (and indexes and procedures, as necessary) for the RDBMS type.
qinfo_[dbtype].sql	SQL script that creates the QINFO table (and indexes and procedures, as necessary) for the RDBMS type.
status_[dbtype].sql	SQL script that creates the STATUS table (and indexes and procedures, as necessary) for the RDBMS type.
status_ixnid_[dbtype].sql	A variation of the status_[dbtype] script that creates the STATUS table with one additional field, IxnID.
status_ltime_[dbtype].sql	A variation of the status_[dbtype] script that creates the STATUS table with two additional fields, StartLocalTime and EndLocalTime, to store the start and end times in the local time zone.
status_ltime_ixnid_[dbtype].sql	A variation of the status_[dbtype] script that creates the STATUS table with three additional fields, IxnID, StartLocalTime, and EndLocalTime, to store the start and end times in the local time zone.
voice_reasons_[dbtype].sql	SQL script that creates the VOICE_REASONS table (and indexes and procedures, as necessary) for the RDBMS type.

Contents of the java Subfolder

File Name	Description
ssjcldr.class	Java class loader; a member of the Stat Server Java

File Name	Description
	host environment.
statserver.jar	Library that is part of the Stat Server Java SDK, which, in turn, is part of the Stat Server Java host environment.
statserver_impl.jar	A member of the Stat Server Java host environment.
kvlists.jar	Library that is part of the Stat Server Java SDK, which, in turn, is part of the Stat Server Java host environment. Stat Server uses this file in conjunction with Stat Server Java extensions.
kv65_adapter.jar	Library that is part of the Stat Server Java SDK, which, in turn, is part of the Stat Server Java host environment.
ext folder	<p>Directory to store the Genesys solution-specific extensions, such as:</p> <ul style="list-style-type: none"> • eServiceContactStat.jar • eServiceInteractionStat.jar • eServiceSystemStat.jar • OCCStatExtension.jar • ORSStatExtension.jar
lib folder	<p>Directory to store the Genesys' solution-specific libraries, such as:</p> <ul style="list-style-type: none"> • dsw_api_java.jar • dsw_extension_core.jar • dsw_transformers.jar

The templates subfolder includes Stat_Server_851.apd and Stat_Server_851.xml files.