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Workforce Management Administrator's Guide

Installing and Uninstalling WFM Components

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Installing and Uninstalling WFM Components

This topic provides information and procedures about how to install and uninstall the Workforce Management (WFM) components. All of the component installation are straight forward, but you will need to complete some additional tasks for WFM Web. See [Installing WFM Web](#).

To uninstall any or all WFM components, see [Uninstalling Workforce Management](#).

Installing the Components

Before you begin installing the WFM components, determine whether to install more than one component on a single machine. If you do so, determine which components should be installed together.

See [Deploying WFM](#), for some general deployment guidelines and recommendations. See the [Genesys Hardware Sizing Guide](#) for more extensive recommendations.

By default, all the servers are installed as Windows Services. For instructions about how to use Windows services, see the Windows Help file.

For instructions about how to install the WFM components, see:

- [Installing WFM Server](#)
- [Installing WFM Builder](#)
- [Installing WFM Data Aggregator](#)
- [Installing WFM Configuration Utility](#)
- [Installing WFM Daemon](#)
- [Installing WFM Web](#).

Date and Time Dependencies for WFM Applications

The following are the sources of the date and time setting for WFM applications:

- In WFM Web Supervisor, the date, time, and number formats depend on language preference that is configured in the browser that is being used.
- In WFM Web Agent, the date and time format depends on the locale of Web Server and is identical for all agents connected to the same server.
- In WFM Configuration Utility, the date and time format depends on the locale of the Configuration Utility workstation.

Configuring Multiple WFM Builder Applications

If multiple WFM Builder Applications are connected to the WFM Server, you can configure WFM Server to select the Builder Applications with the shortest queue.

Go to the Configuration > User Security > User_name > Modules tab and select None (the default) from the WFM Builder drop-down list box. The result:

For each supervisor's request to build a schedule, WFM Web asks WFM Server to locate an instance of WFM Builder. To do so, WFM Web goes to an original locator—although not to the WFM Server in its current session.

WFM Server selects a WFM Builder instance from its Configuration Server Application connection list. (WFM Server periodically polls all of the Builder Applications that are specified in its connection list, to get information about their current request queue and to make sure the connections remain active.) In response to the request from WFM Web to locate a WFM Builder instance, WFM Server returns the active WFM Builder Application with the shortest queue.

Selecting a Specific Builder Application

For each user that is defined in WFM, you can select a specific WFM Builder Application (one that is installed on a user's workstation or dedicated to a group of users) that would serve all schedule building requests initiated by that user.

Go to the Configuration > User Security > User_name > Modules tab and select an item (not the default None) from the WFM Builder drop-down list box. However, you do not need to select a specific WFM Builder Application. If you want all users to share the same WFM Builder server, you can specify None as described above.

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Uninstalling Workforce Management

Use the Task Summary in this section to ensure you have completely uninstalled WFM.

Task Summary: Uninstalling WFM Web

Task	Description and procedures
Stop all WFM components, including those running as Windows Services.	See Starting and Stopping WFM Components .
If you are using Tomcat, delete WFM from Tomcat.	For instructions, see Deleting WFM Web from Tomcat .
If you are using WebSphere, delete WFM from WebSphere.	For instructions, see Deleting WFM Web from WebSphere and your WebSphere documentation.
Use Add/Remove Programs to uninstall the WFM components from the Windows platform.	For instructions, see Using Add/Remove Programs to Uninstall WFM .
If you are using a Unix-based platform, delete all files in the relevant folders.	Be sure to use caution when deleting files.

Deleting WFM Web from WebSphere

Delete WFM Web, by using your WebSphere Administrative Console. For the procedure that describes how to do this, see your WebSphere documentation.

Important

After completing the uninstall, you can then deploy a new version of WFM Web, by again, using the WebSphere Administrative Console to do so.

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Procedures

Click the red arrow below to see a list of procedures related to the topics on this page.

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| - | Installing WFM Server=

Purpose: To install WFM Server.

Start of Procedure

1. On your Workforce Management release disk, navigate to the solution_specific\WFMServer\windows directory.
2. Double-click Setup.exe.
This WFM Server Installation Wizard open.
3. Click Next to begin using the Wizard.
4. Enter your Configuration Server host name, port number, user name, and password, and then, click Next.
A list of WFM Server Application objects displays.
5. Select the correct Application object and then click Next.
The properties for each WFM Server Application object display in the Application Properties list when that Application is selected.

Important

If you are running a Framework 6.x environment, your WFM Server's Application type must be Third Party Server.

6. Specify the destination directory into which you want to install WFM Server. Then, click Next.

7. In the Ready to Install window, click Install.
A progress bar shows the setup status.

Important

You must restart your computer before starting WFM Server. However, if you are installing multiple components on one machine, you can install them all before restarting. However, you cannot install multiple instances of the same component on the same host.

End of Procedure

| Installing WFM Builder=

Purpose: To install WFM Builder.

Start of Procedure

1. On your Workforce Management release disk, navigate to the solution_specific\WFMBuilder\windows directory.
2. Double-click Setup.exe.
This WFM Builder Installation Wizard open.
3. Click Next to begin using the Wizard.
4. Enter your Configuration Server host name, port number, user name, and password, and then, click Next.
A list of WFM Builder Application objects displays.
5. Select the correct Application object and then click Next.
The properties for each WFM Builder Application object display in the Application Properties list when that Application is selected.

Important

If you are running a Framework 6.x environment, your WFM Builder's Application type must be Third Party Server.

6. Specify the destination directory into which you want to install WFM Builder. Then, click Next.
7. In the Ready to Install window, click Install.
A progress bar shows the setup status.
8. Click Finish to close the Installation Wizard.

End of Procedure

| Installing WFM Data Aggregator=

Purpose: To install WFM Data Aggregator.

Important

A restriction limits the number of clients to about 8 if WFM Data Aggregator and WFM Web are installed on the same computer. For full details, see [TCP/IP Connection Settings](#).

Start of Procedure

1. On your Workforce Management release disk, navigate to the `solution_specific\WFMDDataAggregator\windows` directory.
2. Double-click `Setup.exe`.
This WFM Data Aggregator Installation Wizard open.
3. Click Next to begin using the Wizard.
4. Enter your Configuration Server host name, port number, user name, and password, and then, click Next.
A list of WFM Data Aggregator Application objects displays.
5. Select the correct Application object and then click Next.
The properties for each WFM Data Aggregator Application object display in the Application Properties list when that Application is selected.

Important

If you are running a Framework 6.x environment, your WFM Data Aggregator's Application type must be Third Party Server.

6. Specify the destination directory into which you want to install WFM Data Aggregator. Then, click Next.
7. In the Ready to Install window, click Install.
A progress bar shows the setup status.
8. Choose to restart your computer now or later and then, click Finish to close the Installation Wizard.

Important

You must restart your computer before starting WFM Data Aggregator. However, if you are installing multiple components on one machine, you can install them all before restarting. However, you cannot install multiple instances of the same component on the same host.

End of Procedure

|~| Installing WFM Configuration Utility=

Purpose: To install WFM Configuratin Utility.

Start of Procedure

1. On your Workforce Management release disk, navigate to the `solution_specific\WFMConfigurationUtility\windows` directory.
2. Double-click `Setup.exe`.
This WFM Configuratin Utility Installation Wizard open.
3. Click Next to begin using the Wizard.
4. Specify the destination directory into which you want to install WFM Configuratin Utility. Then, click Next.
5. In the Ready to Install window, click Install.
A progress bar shows the setup status.
6. Click Finish to close the Installation Wizard.

End of Procedure

| - | Installing WFM Daemon=

Purpose: To install WFM Daemon.

Prerequisites: Framework 7.2 or higher and Java SDK are installed and configured. To determine which version of Java is required, consult the WFM section at the end of the table “Product Prerequisites” in the [Genesys Supported Operating Environment Reference Manual](#).

Important

You must install a Java version that includes the `<specifier>` time zones update. See details and use the Java version that is specified on the java.sun.com website.

Start of Procedure

1. On your Workforce Management release disk, navigate to the `solution_specific\WFMDaemon\windows` directory.
2. Double-click `Setup.exe`.
This WFM Daemon Installation Wizard open.
3. Click Next to begin using the Wizard.
4. Enter this information for your Configuration Server: host name, port number, user name, and password. Then click Next.
A list of WFM Daemon Application objects displays.
5. Select the correct Application and then click Next.
The properties for each WFM Daemon Application object displays in the Application Properties list when that Application is selected.

Important

If you are using Genesys Configuration Server releases later than 7.2 but earlier than 7.5, your WFM Daemon's Application type must be Genesys Generic Server.

If you are using Genesys Configuration Server 7.5 or later, your WFM Daemon's Application type must be WFM Daemon.

6. Specify the destination directory into which you want to install WFM Daemon. Then, click Next.
7. In the Ready to Install window, click Install.
A progress bar shows the setup status.
8. Choose to restart your computer now or later and then, click Finish to close the Installation Wizard.

End of Procedure

Important

You must restart your computer before starting WFM Daemon. If you are installing multiple components on one machine, you can install them all before restarting. However, you cannot install multiple instances of the same component on the same host.

For more information about WFM Daemon, see [Using E-mail Notifications in WFM](#).

-| Deleting WFM Web from Tomcat=

Purpose: To delete WFM Web from Tomcat.

Summary:

- Genesys strongly recommends using Tomcat Manager to correctly deploy/undeploy WFM Web.
- Uninstalling WFM Web does not remove the .war file or the WFM directory from the webapps folder. Genesys recommends that you remove the .war file and WFM directory prior to reinstalling or updating WFM Web.
- If you reinstall or update WFM Web, before clients can access the software, you must remove the old file and replace the .war file with the new version of the file. The default file name is wfm.war and the default directory name is wfm.
- If you reinstall WFM Web without first manually deleting these files, the files are not updated. WFM Web will not run if you install a later version of WFM Web over an earlier one without first deleting these files.

Start of Procedure

1. Open the >CATALINA_HOME>\webapps directory.
See [Set Environment Variables](#).
2. Delete the WFM .war file and the WFM directory from the webapps folder.
3. Delete the \$CATALINA_BASE\work\Catalina\localhost\wfm folder.

End of Procedure

|—| Using Add/Remove Programs to Uninstall WFM=

Purpose: To uninstall WFM components, by using the Add/Remove Programs tool on Windows platforms.

Start of Procedure

1. Select Start > Settings > Control Panel and open Add/Remove Software.
2. Scroll through the list of programs to locate the one you intend to uninstall.
3. Click Change/Remove.
4. When the UninstallShield Wizard that opens, follow the prompts.

Important

Although you might not be prompted to restart your computer after removing a WFM component, it is recommended.

End of Procedure

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