Workforce Management Administrator's Guide

Installing WFM Database Utility

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The Workforce Management (WFM) Database Utility configures the database you created (see Create Your WFM Database) to receive WFM data. If you are migrating from a previous version of Genesys Workforce Management (WFM), the WFM Database Utility also transfers your existing data into the new database.

> ## Important
> If you are migrating, see the "Workforce Management Migration Procedures" chapter in the *Genesys Migration Guide* for instructions. The procedures in this Administrator's Guide are based on the assumption that this is a new installation and do not describe the steps that are necessary for migration.

Procedure: Installing the WFM Database Utility

Purpose: To install the WFM Database Utility.

Start of Procedure

1. Ensure the Microsoft .NET Framework Version 1.1 or higher is installed on the host. See the *Genesys Supported Operating Environment Reference Manual*.

2. On your Workforce Management release disk, navigate to the `solution_specific\WFMDatabaseUtility\windows` directory.

3. Double-click `Setup.exe`. The Database Utility Installation Wizard opens.

4. Click `Next` to start using the Database Utility Installation Wizard.

5. Select the directory into which you want to install the WFM Database Utility and then click `Next`.

6. On the `Ready to Install` window, click `Install`. A progress bar shows the setup status.

7. Click `Finish` to close the Installation Wizard.

> ## Important
> You must restart your computer before you can use the WFM Database Utility.

End of Procedure

Running the WFM Database Utility

When you start the WFM Database Utility for the first time, the options that are available depends on whether the WFM Database Utility finds a 7.x database. If you have only a blank database, you can choose one of three actions:

1. `Restore Database from .MDB File`—Use this option to restore your database from a backup file. Restoring creates a database with the same version number as the database you backed up and restores your data from the backup file to the new database.

> ### Important
> In some cases, after restoring your database, you must run the WFM Database Utility again and select Update Database to update your database to the latest 8.5 version.

2. `Create Database`—Use this option to create your 8.5 database if this is your first WFM installation.

3. `Migrate Database`—Use this option to migrate data from a release 6.x database.

If you have been running WFM 7.x, select `Update Database` to update the database to the latest version.

> ### Important
> You must configure your database to be case insensitive.