![Genesys logo]

Workforce Management Administrator's Guide

Installing WFM Backup-Restore Utility

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The Workforce Management (WFM) Backup-Restore Utility (BRU) 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 BRU 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 Backup-Restore Utility

Purpose: To install the WFM BRU.

Start of Procedure

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

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

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

4. Select the directory into which you want to install the WFM Backup-Restore Utility and then click `Next`.

5. On 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

Running the Backup-Restore Utility

The Backup-Restore Utility (BRU) command line utility is included in the WFM Database Utility Installation Package (IP). Use it to create a new database schema, update an existing schema, or to backup and restore the database. See Using the Backup-Restore Utility.