# GENESYS™

# Genesys Pulse Migration

## Pulse Deployment Procedure

12/19/2025

# Pulse Deployment Procedure

Pulse is a Genesys Administrator Extension (GAX) plug-in application that enables at-a-glance views of real-time contact center statistics within the GAX graphical user interface. Pulse uses widgets to display user-defined List, Donut, Key Performance Indicator (KPI), or Grid charts of statistics for objects.

To deploy this installation package within a new environment, follow the instructions in the Pulse Deployment Guide. Otherwise, follow the migration steps below for your release.

## Contents

# Pulse Migration to 8.5.1

## Standard Deployment Procedure for Migrating to 8.5.102

**[+] From Releases 8.5.101**

Migrating to 8.5.102 from 8.5.101

To deploy this package, do the following:

- To deploy this installation package within a new environment, follow the instructions in the Pulse 8.5.1 Deployment Guide.
- To install the 8.5.102 release of Pulse over the prior release, use this Deployment Procedure and refer to the Pulse 8.5.1 Deployment Guide as needed.

**Notes:**

- Review all steps before performing any of them.
- Plan a time when you can complete the installation in one continuous session.
- This procedure is valid only for Genesys Administrator Extension (GAX) and Pulse installed with jetty.

**Installation Steps**

1. Uninstall Pulse release 8.5.101.
2. Ensure that `protobuf-java-2.5.0.jar` does not exist in the `<GAX dir>/plug-ins` and `<GAX dir>/webapp/WEB-INF/lib` folders.
3. Restart GAX.
4. In GAX, upload the Pulse Installation Package and Template:
   a. Navigate to **Administration > Installation Packages** and click the plus sign.
   b. Select **Installation Package Upload (template uploaded separately)** and click **Next**.
      i. For **Upload a Package**, select the zipped file that contains the Pulse Installation Package (for example, \Pulse\version\linux\b1\ip, which has the Installation Package description file).
      ii. For **Upload an XML template**, select the XML Template file (for example, `Pulse.xml` from the Templates Installation Package directory).
      iii. For **Upload an APD template**, select the APD Template file (for example, `Pulse.apd` from the Templates Installation Package directory).
   c. Click **Finish**.
5. Deploy the Pulse Installation Package and Template:
   a. Click the **Pulse Installation Package** to open the **Properties** tab.

> **Important**
>
> The Pulse Installation Package status should be complete.

b. Click the related icon and choose **Install** to open the IP Deployment Wizard.

c. Enter details in the required fields and finish the installation.

> **Important**
>
> The **IPCommon InstallPath** should be an empty folder for the Pulse installation (for example `C:\genesys\GCTI\Pulse8.5.1`).

5. For a High Availability (HA) deployment repeat steps 1, 2, and 4 for a second GAX.

6. Update Stat Server configuration:

   a. Optionally, update options inside the `pulse_statistics.cfg` file from the scripts folder to a particular social media that is configured in eServices solution (for example, `facebook`, `twitter`, `facebooksession`, `facebookprivatemessage`). See eServices documentation for more details.

   b. In both Stat Server applications options remove sections `Average_Handle_Time`, `Continuous_Login_Time`, `Utilization`, `Total_Calls_Outbound`, `Total_Calls_Internal`, `CallsAnswered`, `CurrAgentsLoggedIn`, `CurrNumberWaitingCalls`, `Total_Calls_Abandoned`, `CurrAvgCallWaitingTime`, and `Total_Queue_Wait_Time`. These stattype definitions were changed and you have to remove old sections to create new ones.

   c. Import the `pulse_statistics.cfg` file from the scripts folder to the Stat Server Application Options to create new stattypes within both the primary and backup Stat Server Application objects.

> **Tip**
>
> In the first step of this file import uncheck Override.

> **Important**
>
> To calculate the `% Ready Time` in the Queue KPIs template, set the `queue-use-pseudo-actions` option in the `[statserver]` section of Stat Server Application object to `false`.

   d. After the `pulse_statistics.cfg` file is imported, restart the Stat Server application.

   e. (Optional) To prevent Pulse from updating the Genesys-provided templates to release 8.5 when Pulse starts, create the new option `install_templates` with its value set to `false` in the `[pulse]` section of the GAX Application object. If you also want the ability to remove any template using Pulse, create the option `editable_templates` with its value set to `true`. See the Configuration Options in the Pulse 8.5.1 Deployment Guide for details.

7. Stop Pulse Collector 8.5.101.

8. Uninstall Pulse Collector 8.5.101.

9. Back up the Pulse Collector 8.5.101 configuration options to a file:

    a. In GAX, navigate to **Configuration > Environment > Applications**.

    b. Select the Pulse Collector 8.5.101 `Application` object.

    c. Open the **Application Options** tab.

    d. Click **More**.

    e. Choose **Export** to save the file.

10. In GAX, upload the Pulse Collector Installation Package and Template:

    a. In GAX, navigate to **Administration > Installation Packages** and Click the plus sign.

    b. Select Installation Package Upload (template uploaded separately) and click Next.

        i. For **Upload a Package**, select the zipped file that contains the Pulse Collector Installation Package (for example, `\PulseCol\version\linux\b1\ip`, which has the Installation Package description file).

        ii. For **Upload an XML template**, select the XML Template file (`Collector.xml` from the Templates Installation Package directory).

        iii. For **Upload an APD template**, select the APD Template file (`Collector.apd` from Templates Installation Package directory).

    c. Click **Finish**.

11. Deploy the Pulse Collector Installation Package and Template:

    a. Click the **Pulse Collector Installation Package** to open the **Properties** tab.

    > ## Important
    > The Pulse Collector Installation Package status should be complete.

    b. Click the related icon and choose **Install** to open the IP Deployment Wizard.

    c. After the host selection, enter the Pulse Collector application name from the previous release as the application name and finish the installation.

    > ## Important
    > The InstallPath should point to an empty folder.

12. Update the Pulse Collector `Application` options:

    a. In GAX navigate to **Configuration > Environment > Application Templates**.

    b. Select the new Pulse Collector 8.5.1 Application Template.

   c.  Open the **Application Options** tab.

   d.  Click **More**.

   e.  Select **Export** to save the file with the Pulse Collector 8.5.1 Template options.

   f.  Navigate to **Configuration > Environment > Applications**.

   g.  Open the **Properties** of the Pulse Collector `Application` object.

   h.  Open the **Application Options** tab.

   i.  Click **More**.

   j.  Select **Import** and select the file you saved with the Pulse Collector Template options.

   k.  Check **Override**.

   l.  Apply the changes.

   m.  If required, update the new options according to recommendations in the *Pulse Deployment Guide*. Also, you can use the backup file of the previous Pulse Collector configuration options as a guide of what to change.

13.  Restart GAX.

14.  Start Pulse Collector.

15.  All users must clear their browser cache.

You have successfully completed your deployment of Pulse.

## Standard Deployment Procedure for Migrating to 8.5.101

**[+] From Releases 8.5.1 and 8.5.01**

Migrating to 8.5.101 from 8.5.1 and 8.5.01

To deploy this package, do the following:

- To deploy this installation package within a new environment, follow the instructions in the Pulse 8.5.1 Deployment Guide.

- To install the 8.5.1 release of Pulse over the prior 8.5.1 or 8.5.01 release, use this Deployment Procedure and refer to the Pulse 8.5.1 Deployment Guide as needed.

**Notes:**

- Review all steps before performing any of them.

- Plan a time when you can complete the installation in one continuous session.

- This procedure is valid only for Genesys Administrator Extension (GAX) and Pulse installed with jetty.

- After migration from Pulse 8.5.010 to Pulse 8.5.1, historical data collected during the previous day is lost, which prevents Pulse from loading the line charts until new data is available. After Collector starts, Pulse can display historical data after the first new snapshot is created. This impacts line charts.

**Installation Steps**

1. Uninstall Pulse release 8.5.010 or 8.5.100.

2. Ensure that `protobuf-java-2.5.0.jar` does not exist in the <GAX dir>/plug-ins and <GAX dir>/webapp/WEB-INF/lib folders.

3. Restart GAX.

4. In GAX, upload the Pulse Installation Package and Template:

   a. Navigate to **Administration > Installation Packages** and click the plus sign.

   b. Select **Installation Package Upload (template uploaded separately)** and click **Next**.

      i. For **Upload a Package**, select the zipped file that contains the Pulse Installation Package (for example, \Pulse\version\linux\b1\ip, which has the Installation Package description file).

      ii. For **Upload an XML template**, select the XML Template file (for example, `Pulse.xml` from the Templates Installation Package directory).

      iii. For **Upload an APD template**, select the APD Template file (for example, `Pulse.apd` from the Templates Installation Package directory).

   c. Click **Finish**.

5. Deploy the Pulse Installation Package and Template:

   a. Click the **Pulse Installation Package** to open the **Properties** tab.

   > ## Important
   > The Pulse Installation Package status should be complete.

   b. Click the related icon and choose **Install** to open the IP Deployment Wizard.

   c. Enter details in the required fields and finish the installation.

   > ## Important
   > The **IPCommon InstallPath** should be an empty folder for the Pulse installation (for example C:\genesys\GCTI\Pulse8.5.1).

5. For a High Availability (HA) deployment repeat steps 1, 2, and 4 for a second GAX.

6. Update Stat Server configuration:

   a. Optionally, update options inside the `pulse_statistics.cfg` file from the scripts folder to a particular social media that is configured in eServices solution (for example, `facebook`, `twitter`, `facebooksession, facebookprivatemessage`). See eServices documentation for more details.

   b. In both Stat Server applications options remove sections `Average_Handle_Time`, `Continuous_Login_Time, Utilization`. These stattype definitions were changed and you have to remove old sections to create new ones.

   c. Import the `pulse_statistics.cfg` file from the scripts folder to the Stat Server Application Options

to create new stattypes within both the primary and backup Stat Server Application objects.

> ### Tip
> In the first step of this file import uncheck Override.

> ### Important
> To calculate the `% Ready Time` in the Queue KPIs template, set the `queue-use-pseudo-actions` option in the [`statserver`] section of Stat Server Application object to `false`.

    d. After the `pulse_statistics.cfg` file is imported, restart the Stat Server application.

    e. (Optional) To prevent Pulse from updating the Genesys-provided templates to release 8.5 when Pulse starts, create the new option `install_templates` with its value set to `false` in the [pulse] section of the GAX Application object. If you also want the ability to remove any template using Pulse, create the option `editable_templates` with its value set to `true`. See the Configuration Options in the Pulse 8.5.1 Deployment Guide for details.

7. Stop Pulse Collector 8.5.01 or 8.5.1.

8. Uninstall Pulse Collector 8.5.01 or 8.5.1.

9. Back up the Pulse Collector 8.5.01 or 8.5.1 configuration options to a file:

    a. In GAX, navigate to **Configuration > Environment > Applications**.

    b. Select the Pulse Collector 8.5.01 or 8.5.1 Application object.

    c. Open the **Application Options** tab.

    d. Click **More**.

    e. Choose **Export** to save the file.

10. In GAX, upload the Pulse Collector Installation Package and Template:

    a. In GAX, navigate to **Administration > Installation Packages** and Click the plus sign.

    b. Select Installation Package Upload (template uploaded separately) and click Next.

      i. For **Upload a Package**, select the zipped file that contains the Pulse Collector Installation Package (for example, \PulseCol\version\linux\b1\ip, which has the Installation Package description file).

      ii. For **Upload an XML template**, select the XML Template file (`Collector.xml` from the Templates Installation Package directory).

      iii. For **Upload an APD template**, select the APD Template file (`Collector.apd` from Templates Installation Package directory).

    c. Click **Finish**.

11. Deploy the Pulse Collector Installation Package and Template:

    a. Click the **Pulse Collector Installation Package** to open the **Properties** tab.

> ## Important
> The Pulse Collector Installation Package status should be complete.

    b. Click the related icon and choose **Install** to open the IP Deployment Wizard.

    c. After the host selection, enter the Pulse Collector application name from the previous release as the application name and finish the installation.

> ## Important
> The InstallPath should point to an empty folder.

12. Update the Pulse Collector `Application` options:

    a. In GAX navigate to **Configuration > Environment > Application Templates**.

    b. Select the new Pulse Collector 8.5.1 Application Template.

    c. Open the **Application Options** tab.

    d. Click **More**.

    e. Select **Export** to save the file with the Pulse Collector 8.5.1 Template options.

    f. Navigate to **Configuration > Environment > Applications**.

    g. Open the **Properties** of the Pulse Collector `Application` object.

    h. Open the **Application Options** tab.

    i. Click **More**.

    j. Select **Import** and select the file you saved with the Pulse Collector 8.5.010 Template options.

    k. Check **Override**.

    l. Apply the changes.

    m. If required, update the new options according to recommendations in the *Pulse Deployment Guide*. Also, you can use the backup file of the previous Pulse Collector configuration options as a guide of what to change.

13. Restart GAX.

14. Start Pulse Collector.

15. All users must clear their browser cache.

You have successfully completed your deployment of Pulse.

## Standard Deployment Procedure for Migrating to 8.5.1

**[+] From Release 8.5.010**

Migrating to 8.5.1 from 8.5.010

To deploy this package, do the following:

- To deploy this installation package within a new environment, follow the instructions in the Pulse 8.5.1 Deployment Guide.
- To install the 8.5.1 release of Pulse over the prior 8.5.01 release, use this Deployment Procedure and refer to the Pulse 8.5.1 Deployment Guide as needed.

**Notes:**

- Review all steps before performing any of them.
- Plan a time when you can complete the installation in one continuous session.
- This procedure is valid only for Genesys Administrator Extension (GAX) and Pulse installed with jetty.
- After migration from Pulse 8.5.010 to Pulse 8.5.1, historical data collected during the previous day is lost, which prevents Pulse from loading the line charts until new data is available. After Collector starts, Pulse can display historical data after the first new snapshot is created. This impacts line charts.

**Installation Steps**

1. Uninstall Pulse release 8.5.010.
2. Restart GAX.
3. In GAX, upload the Pulse Installation Package and Template:
   a. Navigate to **Administration > Installation Packages** and click the plus sign.
   b. Select **Installation Package Upload (template uploaded separately)** and click **Next**.
      i. For **Upload a Package**, select the zipped file that contains the Pulse Installation Package (for example, \Pulse\version\linux\b1\ip, which has the Installation Package description file).
      ii. For **Upload an XML template**, select the XML Template file (for example, `Pulse.xml` from the Templates Installation Package directory).
      iii. For **Upload an APD template**, select the APD Template file (for example, `Pulse.apd` from the Templates Installation Package directory).
   c. Click **Finish**.
4. Deploy the Pulse Installation Package and Template:
   a. Click the **Pulse Installation Package** to open the **Properties** tab.

> ### Important
> The Pulse Installation Package status should be complete.

b. Click the related icon and choose **Install** to open the IP Deployment Wizard.

c. Enter details in the required fields and finish the installation.

> ## Important
> The **IPCommon InstallPath** should be an empty folder for the Pulse installation (for example `C:\genesys\GCTI\Pulse8.5.1`).

5. For a High Availability (HA) deployment repeat steps 1, 2, and 4 for a second GAX.

6. Stop Pulse Collector 8.5.010.

7. Uninstall Pulse Collector 8.5.010.

8. Back up the Pulse Collector 8.5.010 configuration options to a file:

   a. In GAX, navigate to **Configuration > Environment > Applications**.

   b. Select the Pulse Collector 8.5.010 `Application` object.

   c. Open the **Application Options** tab.

   d. Click **More**.

   e. Choose **Export** to save the file.

9. In GAX, upload the Pulse Collector Installation Package and Template:

   a. In GAX, navigate to **Administration > Installation Packages** and Click the plus sign.

   b. Select Installation Package Upload (template uploaded separately) and click Next.

      i. For **Upload a Package**, select the zipped file that contains the Pulse Collector Installation Package (for example, `\PulseCol\version\linux\b1\ip`, which has the Installation Package description file).

      ii. For **Upload an XML template**, select the XML Template file (`Collector.xml` from the Templates Installation Package directory).

      iii. For **Upload an APD template**, select the APD Template file (`Collector.apd` from Templates Installation Package directory).

   c. Click **Finish**.

10. Deploy the Pulse Collector Installation Package and Template:

   a. Click the **Pulse Collector Installation Package** to open the **Properties** tab.

> ## Important
> The Pulse Collector Installation Package status should be complete.

   b. Click the related icon and choose **Install** to open the IP Deployment Wizard.

   c. After the host selection, enter the Pulse Collector application name from the previous release as the application name and finish the installation.

> ### Important
> The InstallPath should point to an empty folder.

11. Update the Pulse Collector `Application` options:

    a. In GAX navigate to **Configuration > Environment > Application Templates**.

    b. Select the new Pulse Collector 8.5.1 Application Template.

    c. Open the **Application Options** tab.

    d. Click **More**.

    e. Select **Export** to save the file with the Pulse Collector 8.5.1 Template options.

    f. Navigate to **Configuration > Environment > Applications**.

    g. Open the **Properties** of the Pulse Collector `Application` object.

    h. Open the **Application Options** tab.

    i. Click **More**.

    j. Select **Import** and select the file you saved with the Pulse Collector 8.5.010 Template options.

    k. Check **Override**.

    l. Apply the changes.

    m. If required, update the new options according to recommendations in the *Pulse Deployment Guide*. Also, you can use the backup file of the previous Pulse Collector configuration options as a guide of what to change.

12. Restart GAX.

13. Start Pulse Collector.

14. All users must clear their browser cache.

You have successfully completed your deployment of Pulse.

**[+] From Release 8.5.0 or 8.1.4**

Migrating to 8.5.1 from 8.5.0 or 8.1.4

To deploy this package, do the following:

- To deploy this installation package within a new environment, follow the instructions in the Pulse 8.5.1 Deployment Guide.

- To install the 8.5.1 release of Pulse over the prior 8.5.0 or 8.1.4 release, use this Deployment Procedure and refer to the Pulse 8.5.1 Deployment Guide as needed.

**Notes:**

- Review all steps before performing any of them.

- Plan a time when you can complete the installation in one continuous session.

- This procedure is valid only for Genesys Administrator Extension (GAX) and Pulse installed with jetty.

- Rollback to a previous release causes Pulse to lose all widgets previously created by users, because all widgets are automatically converted to release 8.5 during migration.

- After migration from Pulse 8.1.4 to 8.5.1, all widgets from the Custom dashboard are placed into a tab named `Custom`. To see the Default dashboard you must create a new dashboard and select the `Reset to Default Dashboard` from the menu.

- If you have widgets for `CampaignGroups` created in Pulse 8.1.4, Pulse 8.5.1 displays the message `No Objects. Please check widget configuration`. To make these widgets work, edit them to reselect required objects.

- The KPI Widget may change the `Headline` object as the result of migration from 8.1.4 to 8.5.1. If this is the case, edit the affected widget by setting up the appropriate `Headline` object.

- After migration from Pulse 8.5.000 to Pulse 8.5.1, historical data collected during the previous day is lost, which prevents Pulse from loading the line charts until new data is available. After Collector starts, Pulse can display historical data after the first new snapshot is created. This impacts line charts.

**Installation Steps**

1. Stop both Pulse Collector and GAX.

2. Uninstall Pulse and Pulse Collector.

3. Upgrade GAX. See the GAX upgrade procedure.

> ## Important
> The GAX upgrade procedure contains options that you must use to enable Pulse migration:
>
> - Retain the existing GAX `Application` object for use with Pulse 8.5.
>
> - Do not retain Pulse files from a previous version.

4. Remove Pulse files (`pulse.jar, pulse-proto.jar, protobuf-java-2.5.0.jar`) from `<GAX installation folder>/plug-ins` directory.

5. If the previous release of Pulse was 8.1.400.xx, then you must change options of Data Access Point object used to connect to Pulse database. In the DAP options, change value of role options in the `[GAX]` section from `ezpulse` to `pulse`.

6. Start GAX.

7. In GAX, upload the Pulse Installation Package and Template:

   a. Navigate to **Administration > Installation Packages** and click the plus sign.

   b. Select **Installation Package Upload (template uploaded separately)** and click **Next**.

      i. For **Upload a Package**, select the zipped file that contains the Pulse Installation Package, which contains the `ip_description.xml` file as well as `setup.exe` on the root level.

      ii. For **Upload an XML template**, select the XML Template file `Pulse.xml` from the Templates

        Installation Package directory.

    iii.  For **Upload an APD template**, select the APD Template file `Pulse.apd` from the Templates Installation Package directory.

  c.  Click **Finish**.

8. Deploy the Pulse Installation Package and Template:

  a.  Click the **Pulse Installation Package** to open the **Properties** tab.

> ## Important
> The Pulse Installation Package status should be complete.

  b.  Click the related icon and choose **Install** to open the IP Deployment Wizard.

  c.  Enter details in the required fields and finish the installation.

> ## Important
> The **IPCommon InstallPath** should be an empty folder for the Pulse installation (for example `C:\genesys\GCTI\Pulse8.5.1`).

9. For a High Availability (HA) deployment repeat steps 1 through 6, and 8 for a second GAX. In step 8, you must select a second GAX server.

10. **Update Stat Server configuration:**

  a.  Optionally, update options inside the `pulse_statistics.cfg` file from the scripts folder to a particular social media that is configured in eServices solution (for example, facebook, twitter, facebooksession, facebookprivatemessage). See eServices documentation for more details.

  b.  In both Stat Server applications options remove sections `Average_Handle_Time`, `Continuous_Login_Time`, `Utilization`. These stattype definitions were changed and you have to remove old sections to create new ones.

  c.  Import the `pulse_statistics.cfg` file from the scripts folder to the Stat Server **Application Options** to create new `stattypes` within both the primary and backup Stat Server Application objects.

> ## Tip
> In the first step of this file import uncheck **Override**.

> ## Important
> To calculate the % Ready Time in the Queue KPIs template, set the queue-use-pseudo-actions option in

> the [statserver] section of Stat Server Application object to false.

   d.  After the pulse_statistics.cfg file is imported, restart the Stat Server application.

   e.  (Optional) To prevent Pulse from updating the Genesys-provided templates to release 8.5 when Pulse starts, create the new option install_templates with its value set to false in the [pulse] section of the GAX Application object. If you also want the ability to remove any template using Pulse, create the option editable_templates with its value set to true. See the Configuration Options in the Pulse 8.5.1 Deployment Guide for details.

11.  Back up the Pulse Collector configuration options to a file:

   a.  In GAX, navigate to **Configuration > Environment > Applications**.

   b.  Select the Pulse Collector Application object.

   c.  Open the **Application Options** tab.

   d.  Click **More**.

   e.  Choose **Export** to save the file.

12.  In GAX, upload the Pulse Collector Installation Package and Template:

   a.  In GAX, navigate to **Administration > Installation Packages** and Click the plus sign.

   b.  Select Installation Package Upload (template uploaded separately) and click Next.

      i.  For **Upload a Package**, select the zipped file that contains the Pulse Collector Installation Package (for example, \PulseCol\version\linux\b1\ip, which has the Installation Package description file).

     ii.  For **Upload an XML template**, select the XML Template file (Collector.xml from the Templates Installation Package directory).

    iii.  For **Upload an APD template**, select the APD Template file (Collector.apd from Templates Installation Package directory).

   c.  Click **Finish**.

13.  Deploy the Pulse Collector Installation Package and Template:

   a.  Click the **Pulse Collector Installation Package** to open the **Properties** tab.

> ## Important
> The Pulse Collector Installation Package status should be complete.

   b.  Click the related icon and choose **Install** to open the IP Deployment Wizard.

   c.  After the host selection, enter the Pulse Collector application name from the previous release as the application name and finish the installation.

> **Important**
> The InstallPath should point to an empty folder.

14. Update the Pulse Collector `Application` options:

    a. In GAX navigate to **Configuration > Environment > Application Templates**.

    b. Select the new Pulse Collector Application Template.

    c. Open the **Application Options** tab.

    d. Click **More**.

    e. Select **Export** to save the file with the Pulse Collector Template options.

    f. Navigate to **Configuration > Environment > Applications**.

    g. Open the **Properties** of the Pulse Collector `Application` object.

    h. Open the **Application Options** tab.

    i. Click **More**.

    j. Select **Import** and select the file you saved with the Pulse Collector Template options.

    k. Check **Override**.

    l. Apply the changes.

    m. If required, update the new options according to recommendations in the *Pulse Deployment Guide*. Also, you can use the backup file of the Pulse Collector configuration options as a guide of what to change.

15. Stop GAX.

16. In the Pulse installation folder, open the **scripts** folder to select the upgrade script for your RDBMS.

17. Execute the upgrade SQL script on your Pulse DB schema.

18. From the Pulse installation folder, within the **dbtool** folder, create the configuration file **dbtool.cfg** using the sample provided:

    ```
    db.type=<dbtype>
    db.url=<url for connection to db>
    db.user=<database username>
    db.password=<database password>
    config_server.host=<configuration server host>
    config_server.port=<configuration server port>
    config_server.username=<username to connect to configuration server>
    config_server.password=<password to connect to configuration server>
    ```

19. From the command line, run: `dbtool -m`

20. Start GAX.

21. Start Pulse Collector.

22. All users must clear their browser cache.

You have successfully completed your deployment of Pulse.

## Pulse Migration to 8.5.010

## Standard Deployment Procedure for Migrating to 8.5.010.xx

To deploy this package, do the following:

- To deploy this installation package within a new environment, follow the instructions in the Pulse 8.5.01 Deployment Guide.
- To install the 8.5.010.xx release of Pulse over the prior 8.5.x or 8.1.4 release, use this Deployment Procedure and refer to the Pulse 8.5.01 Deployment Guide as needed.

**Notes:**

- Review all steps before performing any of them.
- Plan a time when you can complete the installation in one continuous session.
- This procedure is valid only for Genesys Administrator Extension (GAX) and Pulse installed with jetty.
- Rollback to a previous release causes Pulse to lose all widgets previously created by users, because all widgets are automatically converted to release 8.5 during migration.
- After migration from Pulse 8.1.4 to 8.5.010, all widgets from the Custom dashboard are placed into a tab named `Custom`. To see the Default dashboard you must create a new dashboard and select the `Reset to Default Dashboard` from the menu.
- If you have widgets for `CampaignGroups` created in Pulse 8.1.4, Pulse 8.5.010 displays the message `No Objects. Please check widget configuration`. To make these widgets work, edit them to reselect required objects.
- The KPI Widget may change the `Headline` object as the result of migration from 8.1.4 to 8.5.010. If this is the case, edit the affected widget by setting up the appropriate `Headline` object.
- After migration from Pulse 8.5.000 to Pulse 8.5.010, historical data collected during the previous day is lost, which prevents Pulse from loading the line charts until new data is available. After Collector starts, Pulse can display historical data after the first new snapshot is created. This impacts line charts.

**Installation Steps**

1. Stop both Pulse Collector and GAX.
2. Uninstall Pulse and Pulse Collector.
3. Upgrade GAX. See the GAX upgrade procedure.

> ## Important
>
> The GAX upgrade procedure contains options that you must use to enable Pulse migration:
>
> - Retain the existing GAX `Application` object for use with Pulse 8.5.
> - Do not retain Pulse files from a previous version.

4. Remove Pulse files (`pulse.jar, pulse-proto.jar, protobuf-java-2.5.0.jar`) from <GAX installation folder>/plug-ins directory.

5. If the previous release of Pulse was 8.1.400.xx, then you must change options of Data Access Point object used to connect to Pulse database. In the DAP options, change value of role options in the [GAX] section from `ezpulse` to `pulse`.

6. Start GAX.

7. In GAX, upload the Pulse Installation Package and Template:

   a. Navigate to **Administration > Installation Packages** and click the plus sign.

   b. Select **Installation Package Upload (template uploaded separately)** and click **Next**.

      i. For **Upload a Package**, select the zipped file that contains the Pulse Installation Package, which contains the `ip_description.xml` file as well as `setup.exe` on the root level.

      ii. For **Upload an XML template**, select the XML Template file `Pulse.xml` from the Templates Installation Package directory.

      iii. For **Upload an APD template**, select the APD Template file `Pulse.apd` from the Templates Installation Package directory.

   c. Click **Finish**.

8. Deploy the Pulse Installation Package and Template:

   a. Click the **Pulse Installation Package** to open the **Properties** tab.

   > ## Important
   > The Pulse Installation Package status should be complete.

   b. Click the related icon and choose **Install** to open the IP Deployment Wizard.

   c. Enter details in the required fields and finish the installation.

   > ## Important
   > The **IPCommon InstallPath** should be an empty folder for the Pulse installation (for example `C:\genesys\GCTI\Pulse8.5.010`).

9. For a High Availability (HA) deployment repeat steps 1 through 6, and 8 for a second GAX. In step 8, you must select a second GAX server.

10. **Migration from Pulse 8.1.4 only:**

    a. Optionally, update options inside the `pulse_statistics.cfg` file from the scripts folder to a particular social media that is configured in eServices solution (for example, facebook, twitter, facebooksession, facebookprivatemessage). See eServices documentation for more details.

    b. Import the `pulse_statistics.cfg` file from the scripts folder to the Stat Server **Application Options** to create new `stattypes` within both the primary and backup Stat Server Application objects.

> **Tip**
> In the first step of this file import uncheck **Override**.

> **Important**
> To calculate the % Ready Time in the Queue KPIs template, set the queue-use-pseudo-actions option in the [statserver] section of Stat Server Application object to false.

   c. After the `pulse_statistics.cfg` file is imported, restart the Stat Server application.

   d. (Optional) To prevent Pulse from updating the Genesys-provided templates to release 8.5 when Pulse starts, create the new option `install_templates` with its value set to `false` in the [`pulse`] section of the GAX Application object. If you also want the ability to remove any template using Pulse, create the option `editable_templates` with its value set to `true`. See the Configuration Options in the *Pulse Deployment Guide* for details.

11. Back up the Pulse Collector configuration options to a file:

   a. In GAX, navigate to **Configuration > Environment > Applications**.

   b. Select the Pulse Collector `Application` object.

   c. Open the **Application Options** tab.

   d. Click **More**.

   e. Choose **Export** to save the file.

12. In GAX, upload the Pulse Collector Installation Package and Template:

   a. In GAX, navigate to **Administration > Installation Packages** and Click the plus sign.

   b. Select Installation Package Upload (template uploaded separately) and click Next.

     i. For **Upload a Package**, select the zipped file that contains the Pulse Collector Installation Package (for example, \PulseCol\version\linux\b1\ip, which has the Installation Package description file).

     ii. For **Upload an XML template**, select the XML Template file (`Collector.xml` from the Templates Installation Package directory).

     iii. For **Upload an APD template**, select the APD Template file (`Collector.apd` from Templates Installation Package directory).

   c. Click **Finish**.

13. Deploy the Pulse Collector Installation Package and Template:

   a. Click the **Pulse Collector Installation Package** to open the **Properties** tab.

> **Important**
> The Pulse Collector Installation Package status should be complete.

b. Click the related icon and choose **Install** to open the IP Deployment Wizard.

c. After the host selection, enter the Pulse Collector application name from the previous release as the application name and finish the installation.

> ## Important
> The InstallPath should point to an empty folder.

14. Update the Pulse Collector Application options:

a. In GAX navigate to **Configuration > Environment > Application Templates**.

b. Select the new Pulse Collector Application Template.

c. Open the **Application Options** tab.

d. Click **More**.

e. Select **Export** to save the file with the Pulse Collector Template options.

f. Navigate to **Configuration > Environment > Applications**.

g. Open the **Properties** of the Pulse Collector Application object.

h. Open the **Application Options** tab.

i. Click **More**.

j. Select **Import** and select the file you saved with the Pulse Collector Template options.

k. Check **Override**.

l. Apply the changes.

m. If required, update the new options according to recommendations in the *Pulse Deployment Guide*. Also, you can use the backup file of the Pulse Collector configuration options as a guide of what to change.

15. Stop GAX.

16. In the Pulse installation folder, open the **scripts** folder to select the upgrade script for your RDBMS.

17. Execute the upgrade SQL script on your Pulse DB schema.

18. From the Pulse installation folder, within the **dbtool** folder, create the configuration file **dbtool.cfg** using the sample provided:

```
db.type=<dbtype>
db.url=<url for connection to db>
db.user=<database username>
db.password=<database password>
config_server.host=<configuration server host>
config_server.port=<configuration server port>
config_server.username=<username to connect to configuration server>
config_server.password=<password to connect to configuration server>
```

19. From the command line, run: dbtool -m

20. Start GAX.

21. Start Pulse Collector.

22. All users must clear their browser cache.

You have successfully completed your deployment of Pulse.


# Pulse Migration to 8.5.0

## Standard Deployment Procedure for Migrating to 8.5.000.xx

To deploy this package, do the following:

- To deploy this installation package within a new environment, follow the instructions in the Pulse 8.5.000.xx Deployment Guide.
- To install the 8.5.000.xx release of Pulse over the prior 8.1.4 release, use this Deployment Procedure and refer the Pulse 8.5.000.xx Deployment Guide as needed.

**Notes:**

- Review all steps before performing any of them.
- Plan a time when you can complete the installation in one continuous session.
- This procedure is valid only for Genesys Administrator Extension (GAX) and Pulse release 8.1.4 installed with jetty.
- Rollback to release 8.1.4 causes Pulse to lose all widgets previously created by users, because all widgets are automatically converted to release 8.5 during migration.
- After migration from Pulse 8.1.4 to 8.5, all widgets from the Custom dashboard are placed into a tab named Custom. To see the Default dashboard you must create a new dashboard and select the Reset to Default Dashboard from the menu.
- If you have widgets for CampaignGroups created in Pulse 8.1.4, Pulse 8.5 displays the message No Objects. Please check widget configuration. To make these widgets work, edit them to reselect required objects.
- No SQL scripts must be executed to upgrade the database schema as Pulse 8.1.4 and Pulse 8.5 have the same database schema.
- The KPI Widget may change the Headline object as the result of migration from 8.1.401.xx to 8.5.000.14. If this is the case, edit the affected widget by setting up the appropriate Headline object.

**Installation Steps**

1. Uninstall Pulse release 8.1.4.
2. Upgrade GAX from release 8.1.4 to 8.5. See the GAX upgrade procedure.

> ## Important

> The GAX upgrade procedure contains options that you must use to enable Pulse migration:
>
> - Retain the existing GAX `Application` object for use with Pulse 8.5.
>
> - Do not retain Pulse 8.1.4 files.

3. If the previous release of Pulse was 8.1.400.xx, then you must change options of Data Access Point object used to connect to Pulse database. In the DAP options, change value of role options in the [GAX] section from `ezpulse` to `pulse`.

4. Start GAX.

5. In GAX, upload the Pulse Installation Package and Template:

   a. Navigate to **Administration > Installation Packages** and click the plus sign.

   b. Select **Installation Package Upload (template uploaded separately)** and click **Next**.

      i. For **Upload a Package**, select the zipped file that contains the Pulse Installation Package (for example, \Pulse\version\linux\b1\ip, which has the Installation Package description file).

      ii. For **Upload an XML template**, select the XML Template file (for example, `Pulse.xml` from the Templates Installation Package directory).

      iii. For **Upload an APD template**, select the APD Template file (for example, `Pulse.apd` from the Templates Installation Package directory).

   c. Click **Finish**.

6. Deploy the Pulse Installation Package and Template:

   a. Click the **Pulse Installation Package** to open the **Properties** tab.

   > ## Important
   > The Pulse Installation Package status should be complete.

   b. Click the related icon and choose **Install** to open the IP Deployment Wizard.

   c. Enter details the required fields and finish the installation.

   > ## Important
   > The **IPCommon InstallPath** should be an empty folder for the Pulse installation (for example C:\genesys\GCTI\Pulse8.5.010).

7. For a High Availability (HA) deployment repeat steps 1, 2, 3, and 6 for second GAX.

8. Update options inside `pulse_statistics.cfg` file from the scripts folder to a particular social media that is configured in eServices solution (for example, facebook, twitter, facebooksession, facebookprivatemessage). See eServices documentation for more details.

9. Import the `pulse_statistics.cfg` file to the Stat Server **Application Options** to create new `stattypes` within both the primary and backup Stat Server Application objects.

> ## Important
>
> In the first step of this file import uncheck **Override**.

> ## Important
>
> To calculate the % Ready Time in the Queue KPIs template, set the queue-use-pseudo-actions option in the `[statserver]` section of Stat Server Application object to false.

10. After the `pulse_statistics.cfg` file is imported, restart the Stat Server application.

11. (Optional) To prevent Pulse from updating the Genesys-provided templates to release 8.5 when Pulse starts, create the new option `install_templates` with its value set to `false` in the `[pulse]` section of the GAX Application object. If you also want the ability to remove any template using Pulse, create the option `editable_templates` with its value set to `true`.. See Configuration Options in the *Pulse Deployment Guide* for details.

12. Stop Pulse Collector 8.1.4.

13. Uninstall Pulse Collector 8.1.4.

14. Back up the Pulse Collector 8.1.4 configuration options to a file:

    a. In GAX, navigate to **Configuration > Environment > Applications**.

    b. Select the Pulse Collector 8.1.4 Application object.

    c. Open the **Application Options** tab.

    d. Click **More**.

    e. Choose **Export** to save the file.

15. In GAX, upload the Pulse Collector Installation Package and Template:

    a. In GAX, navigate to **Administration > Installation Packages** and Click the plus sign.

    b. Select Installation Package Upload (template uploaded separately) and click Next.

        i. For **Upload a Package**, select the zipped file that contains the Pulse Collector Installation Package (for example, \PulseCol\version\linux\b1\ip, which has the Installation Package description file).

        ii. For **Upload an XML template**, select the XML Template file (`Collector.xml` from the Templates Installation Package directory).

        iii. For **Upload an APD template**, select the APD Template file (`Collector.apd` from Templates Installation Package directory).

    c. Click **Finish**.

16.  Deploy the Pulse Collector Installation Package and Template:

  a.  Click the **Pulse Collector Installation Package** to open the **Properties** tab.

> ## Important
> The Pulse Collector Installation Package status should be complete.

  b.  Click the related icon and choose **Install** to open the IP Deployment Wizard.

  c.  After the host selection, enter the Pulse Collector application name from the previous release as the application name and finish the installation.

> ## Important
> The InstallPath should point to an empty folder.

17.  Update the Pulse Collector `Application` options:

  a.  In GAX navigate to **Configuration > Environment > Application Templates**.

  b.  Select the new Pulse Collector 8.5 Application Template.

  c.  Open the **Application Options** tab.

  d.  Click **More**.

  e.  Select **Export** to save the file with the Pulse Collector 8.5 Template options.

  f.  Navigate to **Configuration > Environment > Applications**.

  g.  Open the **Properties** of the Pulse Collector `Application` object.

  h.  Open the **Application Options** tab.

  i.  Click **More**.

  j.  Select **Import** and select the file you saved with the Pulse Collector 8.5.010 Template options.

  k.  Check **Override**.

  l.  Apply the changes.

  m.  If required, update the new options according to recommendations in the *Pulse 8.5 Deployment Guide*. Also, you can use the backup file of the previous Pulse Collector configuration options as a guide of what to change.

18.  Restart GAX.

19.  Start Pulse Collector 8.5.

20.  All users must clear their browser cache.

You have successfully completed your deployment of Pulse.