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Genesys Pulse Deployment Guide

Deploy Genesys Pulse Collector

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Deploy Genesys Pulse Collector

Genesys Pulse Collector connects directly to Stat Server to collect statistics for contact center objects. Genesys Pulse Collector also accesses the database that stores reporting layouts. Genesys Pulse Collector accesses the database through DB Server which can be either embedded or external. See [Configure Embedded DB Server](#) for more details.

Install Genesys Pulse Collector from the Installation Package

Starting with GAX release 9.0.100.56, configure the necessary objects required by Genesys Pulse Collector using the following steps and then continue with [More Installation Steps](#).

1. Create Genesys Pulse Collector Application from Template:
 - In GAX, go to **Environment > Application Templates > New**
 - Click **Import Application** Template and upload the APD Template file (the Collector.apd file from the Templates Installation Package directory).
 - Click **Import Metadata** and upload XML Template file (The Collector.xml file from the Templates Installation Package directory).
 - Click **Save**.
2. In GAX, go to **Environment > Applications > New** and create Genesys Pulse Collector Application from the imported template:
 - Specify the Host where Genesys Pulse Collector will be deployed.
 - Set the Working Directory and Command Line fields to any value, these fields will be updated to correct values automatically during the installation.
3. Install Genesys Pulse Collector:
 - Copy the Genesys Pulse Collector IP to the Genesys Pulse Collector host.
 - Run the setup.exe (Windows) or install.sh (Linux) installation file.
 - Follow installer prompts to install Genesys Pulse Collector.

Install Genesys Pulse Collector via GAX IP Deployment Wizard (Deprecated)

Begin with the following steps if your GAX is prior to 9.0.1 release and then continue with [More Installation Steps](#).

1. Upload Genesys Pulse Collector Installation Package and Template:

- In GAX, go to **Administration > Installation Packages** and click on the plus sign.
- Select **Installation Package Upload (template uploaded separately)** and click **Next**.
- For **Upload a Package**, select the zipped file that contains the Genesys Pulse Collector Installation Package (Genesys Pulse Collector IP). The zip file should have in its root the files from the IP folder (such as ip_description.xml and read_me.html).
- For **Upload an XML template**, select the XML Template file (Collector.xml from the Templates Installation Package directory).
- For **Upload an APD template**, select the APD Template file (Collector.apd from Templates Installation Package directory).
- Click **Finish**.

2. Deploy the Genesys Pulse Collector Installation Package and Template:

- Click on the Genesys Pulse Collector Installation Package to open the Properties tab.

Important

The Genesys Pulse Collector Installation Package status should be Complete.

- Click on the **Related** icon (configuration icon) and choose **Install** to open the IP Deployment Wizard.
- Fill required fields and finish the installation.

Important

The InstallPath should point to an empty folder where you plan to install Genesys Pulse Collector.

More Installation Steps

Important

Begin with **Install Genesys Pulse Collector from the Installation Package** (for GAX starting with release 9.0.1) or **Install Genesys Pulse Collector via GAX IP Deployment Wizard** (for GAX prior to release 9.0.1) and then proceed with the following steps.

1. Optional: To change the default options for Genesys Pulse Collector in GAX, open the Genesys Pulse Collector Application object modify the values of configuration options described in **Genesys Pulse Collector Application Object**.

2. For a high-availability (HA) deployment, repeat the following steps to install the backup instance to another server:
 - Complete Steps 2 and 3 from [Install Genesys Pulse Collector from the Installation Package](#) (for GAX starting with release 9.0.1) or Step 2 from [Install Genesys Pulse Collector via GAX IP Deployment Wizard](#) (for GAX prior to release 9.0.1).
 - Complete Step 1 from the More Installation Steps above.

You need a Genesys Pulse Collector for each instance of the Genesys Pulse application. Configure another Genesys Pulse Collector Application object for each Primary and set it as Backup Server in the General Tab in the options of the Primary Genesys Pulse Collector application. Choose the Redundancy Type to be Hot Standby.

Important

The Genesys Pulse HA configuration changed in release 8.5.104. In release 8.5.103, Genesys Pulse Collectors do not use Primary and Backup servers for HA. Instead, Genesys Pulse mirrors the load between Genesys Pulse Collectors if more than one is configured and connected to Genesys Pulse. This means that in HA configurations, each widget is processed by two different Genesys Pulse Collectors. If you have only two Genesys Pulse Collectors, then all widgets are processed by both Genesys Pulse Collectors.

3. Create a new Database Access Point (DAP), which is necessary for connectivity to the Genesys Pulse database through the DB Server.

Important

Genesys Pulse Collector does not support Windows Authentication with MS SQL Server. Starting with release 9.0.005, support of external DB Server in DAP for Genesys Pulse Collector is deprecated. Configure Genesys Pulse Collector with an [embedded DB Server](#) instead.

- In GAX, edit the DAP application settings, and in the **Connection Type** list, ensure that **Default** is selected.
 - Specify Database Server Application object in **DB Server** field for an external DB Server or leave it as None to use an embedded version of the DB Server.
 - Specify the connectivity parameters for your RDBMS.
 - To use an external DB Server, select the **Ports** tab to change the default port value to the value of your DB Server port.
4. In the connections of the Genesys Pulse Collector Application, add the DAP that is to be used by Genesys Pulse Collector.
 5. In the connections of the Genesys Pulse Collector Application, add the primary Stat Server application that is to be used by Genesys Pulse Collector.
 6. Add the Tenant objects to the Tenants tab for all Genesys Pulse Collectors that you plan to monitor in Genesys Pulse.
 7. Deploy [Genesys Pulse](#). In GAX, add the Genesys Pulse Collector Application object to the connections of your Genesys Pulse Application object.

8. For a load-balanced environment configuration with two Genesys Pulse applications, associate all instances of Genesys Pulse with all primary instances of Genesys Pulse Collector.
9. Make sure to start Genesys Pulse instances before starting Genesys Pulse Collector instances.