Framework Migration Guide

Converting Configuration Environments

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Converting Configuration Environments

This section contains information to help you convert the following:

- Single-language to a multi-language deployment
- Single-tenant database to a multi-tenant database format
- Cross-DBMS conversion (one DBMS to another DBMS)

Single-language to a Multi-language Deployment

You can perform this conversion at any time, although Genesys recommends that you do so when you are migrating to a new release or locale of the Configuration Database. Use the following procedure:

> ### Warning
>
> - Perform this procedure on an exact copy of the original Configuration Database. If unforeseen problems occur, you can then go back to the original database without any loss of data.
>
> - The production Configuration Database must be in Read-Only mode until the conversion is completed.

Prerequisites

- The original database must be in the current schema.
- Permissions to the Environment tenant have been changed to allow full access for Administrators.
- A new blank database in which the encoded data will be stored has been created and initialized with a multi-language locale. Refer to the *Framework Deployment Guide* for instructions about creating and initializing a multi-language database.
- Migration is supported by CCW 8.1.3 or later. Your database schema must match CCW (8.1 or 8.5) to proceed. If your schema and CCW do not match, upgrade your schema and/or obtain the correct version of CCW.

Procedure

1. Launch Configuration Conversion Wizard (CCW).
2. From the list of possible procedures that CCW displays, select **Maintenance**.
   If the **Maintenance** option is disabled, the database is not in the current schema. See Updating the

Database Schema to update the schema of your database, then retry this procedure.

3. From the list of maintenance activities, select **Migrate database to UTF-8 mode**.

4. When prompted, select the character encoding used by the original database, and enter the parameters of the new database (and the DB Server, if used) as requested.
   After performing some checks, CCW will start the migration. This might take a while, depending on the size of your Configuration Database.

5. When the migration is completed, do one of the following:

   • Press **Next** to view migration statistics, a list of tables that are in the database, and the number of rows in each that were migrated.

   • Press **Back** to return to the list of maintenance activities.

Single-tenant Configuration Database to Multi-tenant Configuration Database Format

Important

Use the procedure in this section only if you are using Configuration Server 8.5.101.10 or earlier. In later Configuration Server releases, use the database conversion scripts described in Conversion of Configuration Database from Single Tenant Format.

You can use Configuration Conversion Wizard (CCW) to convert your single-tenant Configuration Server to a multi-tenant Configuration Server. In effect, your enterprise (single-tenant) environment becomes a multi-tenant environment, with only one tenant—yours—as the root (or Environment) tenant. This provides you with the flexibility to perhaps expand or better organize your operations.

This procedure only converts the Configuration Database model inside Configuration Server itself. Other Genesys applications might have to be reconfigured or reinstalled, as required by their usage guidelines, to operate in a multi-tenant environment.

Important

• Starting in release 8.5.1, you cannot deploy a new single-tenant database. However, you can continue to use your existing database with Management Framework 8.5.1, and then use the procedure in this section at any time.

• If you are using CCW with a database that is in UTF-8 format already and with which Configuration Server is currently running, you must set the **allow-mixed-encoding** option to `true` in Configuration Server. This ensures that CCW can connect to Configuration Server.

You can perform this conversion at any time, although Genesys recommends that you do so when you are migrating to a new release or locale of the Configuration Database. Use the following procedure.

> ## Warning
>
> - You must perform this procedure on an exact copy of the single-tenant Configuration Database. CCW compares the copy to the original database, and will not perform the conversion if they are not identical.
>
> - The production Configuration Database must be in Read-Only mode until the conversion is completed.

Prerequisites

- The single-tenant database must be in the current schema.

- Permissions to the Environment tenant allow full access for Administrators.

- An exact copy of the single-tenant database exists. It is this copy that will be converted to the multi-tenant structure. CCW does the conversion only if the two databases are identical.

- If the single-tenant database is already migrated to UTF-8 format, and is running with Configuration Server, the **allow-mixed-encoding** option is set to true in Configuration Server.

- Migration is supported by CCW 8.1.3 or later. Your database schema must match CCW (8.1 or 8.5) to proceed. If your schema and CCW do not match, upgrade your schema and/or obtain the correct version of CCW.

Procedure

1. Launch (CCW).

2. From the list of possible procedures that CCW displays, select **Maintenance**, and click **Next**.
   If the **Maintenance** option is disabled, the database is not in the current schema. See Updating the Database Schema to update the schema of your database, then retry this procedure.

3. From the list of maintenance activities, select **Migrate database to multitenant mode**, and click **Next**.

4. If you have not yet created an exact copy of the database to be converted, do so now.

5. Enter the name of the copy of the database to be converted, and click **Next**.
   CCW will connect to that database, and compare it to the original. If they are identical, CCW will perform the conversion, ending with a final notification that the migration is complete.
   If they are not identical, CCW will not perform the conversion, and display a warning. The two databases must be identical before CCW will proceed with the conversion.

After the conversion, you might notice a few changes to your database, such as:

- All folders previously located in the Resources Tenant are now in the Environment Tenant.

- There is no longer a Tenant called Resources; it has been removed.

Cross-DBMS conversion (one DBMS to another DBMS)

Genesys does not provide a tool for migration of a Configuration Database in one DBMS to another DBMS. As a general workaround to perform the cross-DBMS migration, do the following:

1. Upgrade the original (earlier) Configuration Database to the latest format in the same DBMS.

2. Use CCW to export the upgraded Configuration Database. The output SQL statements will be written in the syntax of the source DBMS.

3. If the SQL syntax of the source DBMS is different from that of the target DBMS, manually convert the exported SQL statements into the syntax necessary for the new DBMS.

4. Initialize the newly created Configuration Database in the target DBMS by running only the initialization script. For example, if the target DBMS is Oracle and the database is for a single-tenant configuration, use the file **init_single_ora.sql**. Do not run the file **CfgLocale_ora.sql**.

   {{NoteFormat|There will be some duplicate statements in the initialization file, at least for `default` and `confserv` applications, for some ACEs, and for MAXDBID. These duplicate statements should be removed from the database after initialization by running a delete script using SQL syntax of the target DBMS, such as the following:

```
delete from cfg_ace
/
delete from cfg_alarm_condtn
/
delete from cfg_app_prototype
/
delete from cfg_application
/
delete from cfg_enum_value
/
delete from cfg_enumerator
/
delete from cfg_field
/
delete from cfg_folder
/
delete from cfg_format
/
delete from cfg_format_field
/
delete from cfg_group
/
delete from cfg_hdb_last_login
/
delete from cfg_log_event
/
delete from cfg_max_dbid
/
delete from cfg_parameters
/
delete from cfg_person
/
delete from cfg_port_info
/
delete from cfg_refresh
/
delete from cfg_server
```

```
/
delete from cfg_tenant
/
delete from cfg_time_zone
/
delete from cfg_max_dbid
/
delete from cfg_locale
/
delete from cfg_app_option
/
```

Execute the transformed export file using the target DBMS. Do not use CCW for this purpose.