Framework Migration Guide

Updating Configuration Definitions

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Contents

The Genesys Configuration database includes a set of predefined data items that enumerate available products and their capabilities. This information is located in separate database initialization scripts **CfgLocale_xxx.sql** (where xxx is the abbreviation for the particular DBMS being used), and match database schema initialization scripts. Locale data identifies what is being translated to national languages. In a localized environment, default local content has been extended (in a multi-language database) or replaced (in a single language database) with translated locale. Translated locales are available as parts of localization packs (for 8.5 and later), discussed below.

Locale data changes more frequently than the database schema itself, and you might find the need to load updated locale from time to time to enable new products in your existing environment. The procedure of updating locale discussed below.

Locale files are tied to a particular Configuration Database schema version (not the Configuration Server version). If an update of the locale is necessary, pick up the latest available locale that match your target schema version. For example, if you are running database schema 8.1, you must obtain the latest locale available for Configuration Server 8.1. Likewise, if you are using database schema 8.5, you must select the latest locale available for 8.5.

Updates of the locale independent of the database schema is supported starting from release 8.1.1. For releases prior to 8.1.1, you must update the entire schema to get new application types and other definitions.

Loading and Uploading Latest Locale Definitions

In release 8.5.1 and above, locale scripts are located in the **locale** folder of the Database Maintenance Scripts IP. In releases prior to 8.5.1, they are located in the **scripts** folder of the Configuration Server IP.

If you are looking for particular definitions to be added to your existing database, please review the Release Notes for Configuration Server and/or Configuration Database Maintenance Scripts, and Release Notes of particular Genesys products to determine what definitions you want to use, to determine the earliest version from which version of Configuration Server and/or Configuration Maintenance Scripts contain the locale with these definitions.

If you cannot see a definition available in any versions of Configuration Server or Maintenance Scripts packages suitable for your database schema, the definition is not compatible or is not yet available. Consider upgrading the database schema to the latest version where these definitions are present.

After you have determined which IP contains the locale you want to use, download and install it to obtain the locale scripts. For Release 8.5.1 and above, install the latest Configuration Database Maintenance Scripts package and get the locale script from the **locale** subfolder in the IP. For previous releases, install the latest Configuration Server package, select the **Standalone Database Initialization Scripts** option during installation, and get the locale files from the **scripts** subfolder in the IP.

Updating the Configuration Database Locale

Install the Upgrade Scripts package on the host where DBMS client software is installed and can access the target Configuration Database. You can upgrade the locale using the database upgrade scripts directly, or by using the Configuration Conversion Wizard (CCW).

Using the Upgrade Scripts directly

Use the following procedure to upgrade the locale.

1. Downtime is necessary when upgrading the locale. If Configuration Server is configured in HA mode, refer to Minimize Downtime while the primary Configuration Server and its backup are stopped for the upgrade. Otherwise, be prepared to stop and start the lone Configuration Server, using any hints from Minimize Downtime to minimize the downtime.
2. Use the command line (see the table below) and/or the vendor-provided User Interface to connect to the Configuration Database and execute the SQL scripts.

DBMS	Command Lines

DB2	Create a Windows bat file **update_CFG.bat**:
	`db2 connect to %DBID% USER %USER% USING %PASSWORD%`
	`db2 –vf CfgLocale_db2.sql`
	`exit`
	Run the command line:
	`db2cmd update_CFG.bat`

MSSQL	`sqlcmd -S %HOST%\%PORT% -U %USER% -P %PASSWORD% -d %DBID% -i CfgLocale_mssql.sql`

Oracle	Connect to Oracle :
	`sqlplus connect %USER%/%PASSWORD%@%SID% as default`
	`sqlplus> @CfgLocale_ora.sql`

Postgre	`set PGPASSWORD=%PASSWORD%` `psql -h %HOST% -d %DBID% -U %USER% -p %PORT% -a -w -f CfgLocale_postgre.sql`
Where: %HOST% is the database server host %PORT% is the database server port %USER% is the database user name %PASSWORD% is the database user password %DBID% is the database name	

3. Use the script file in the ConfigDBMScrpt IP **locale** folder that matches the DBMS type.
4. Restart Configuration Server (and its backup, if in HA mode).

Minimize Downtime

You can minimize downtime when upgrading your locale by either using a backup Configuration Server, or by ensuring that the single instance of Configuration Server is running but is not connected to the Configuration Database while you are upgrading the locale.

If you have a backup Configuration Server, use the following procedure. If you have only a single Configuration Server, follow steps in the procedure for a primary server. Downtime might be longer in this case, because the single server will have to be restarted and become fully operational before any client can connect.

1. Stop the backup Configuration Server.
2. Modify the configuration file of the backup Configuration Server to include the **upgrade-mode**=1 option to enable side-by-side startup without contacting the configured peer server.
3. In Solution Control Server (SCS), set **disable-switchover**=`true` in the **[general]** section so that SCS will not automatically perform the switchover.
4. Disconnect the primary Configuration Server from the database (set **force-offline**=`true` in the Configuration Database section), or shut down all DB Servers that the primary server is configured to use.
5. Apply the upgrade locale script to the database.
6. Start the backup server and let it initialize in primary mode.
7. Stop the original primary server that is running in read-only mode. Clients will fail over to the backup server currently running in primary mode.
8. When the upgrade locale script is applied, reverse the previous steps, as follows:
    a. In SCS, set **disable-switchover**=`false`, or remove it altogether, to restore automatic switchovers.
    b. In the configuration file of both Configuration Servers, remove the **upgrade-mode**=1 option to re-establish communication between the two servers at startup.
    c. Restart the backup server normally.

Using CCW

If you want to use the new types and enumerators, you can use CCW to update only the localization information stored in the database. Otherwise, you do not need to do anything - the new version of Configuration Server 8.5 will run against your current Configuration Database. Future versions of Configuration Server will include extensions to the list of application types you can utilize without migrating your system.

> ### Warning
>
> - Carefully select the location of the localization scripts that you are loading using CCW. Selecting the incorrect localization script can damage the database.

- Genesys strongly recommends that you make a backup of your current database using DBMS tools before you start the update.

Use the following procedure to update the locale of your Configuration Database without affecting the data.

Prerequisites

- Your Configuration Database must be in release 8.1.1 or later schema.
- You must be using the version of CCW that matches the version of the database being updated.

Procedure

1. Determine the version of Configuration Server that contains the required definitions. Use documentation provided with new products that require the new types and enumerators.
2. Launch Configuration Conversion Wizard (CCW). Make sure that you are using the latest available version of CCW to ensure that you can update the locale without being required to make a copy of your database.
3. From the list of possible procedures that CCW displays, select **Upgrade Configuration Database**.
4. When CCW prompts you to re-load the localization script, select **Yes**.
5. When CCW prompts you for which localization script to execute, do one of the following:
   - To load the English localization data from the Wizard's internal source, select **Default localization data (from internal source)**.
   - To load localization data from an external source, select **Load specific localization script**.
6. Select the CfgLocale script in the installation package for the Configuration Server version identified in Step 1, or in the **sql_scripts** folder within the directory if that (or later) version of Configuration Server is installed.
   The following table provides a list of database types and their corresponding localization script names for an enterprise or multi-tenant environment.

Database Type	Script Name
DB2	`CfgLocale_db2.sql`
MS SQL	`CfgLocale_mssql.sql`
Oracle	`CfgLocale_ora.sql`
PostgreSQL	`CfgLocale_postgre.sql`

> **Important**
> Updating the locale of an Informix or Sybase database is not supported in release 8.5 or later.

CCW loads the new locale into the database.

7. When a message appears indicating that the database upgrade is complete:
   a. Click **Statistics** to review a report on how many objects in each database table have been added or modified.
   b. Click **Finish** to exit CCW.
8. Restart Configuration Server and its backup, if configured.