Genesys Info Mart Deployment Guide

System Requirements

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System Requirements

Supported Operating Systems and Databases

For information about the operating systems and relational database management systems (RDBMSs) that Genesys Info Mart supports, see the *Supported Operating Environment Reference Guide.*

Interoperability Requirements

Genesys Info Mart can operate only with the Genesys components that are listed in Compatibility with Genesys Software. Other Genesys software components that you might have in an environment with Genesys Info Mart must be compatible with Interaction Concentrator 8.x.

For specific interoperability requirements, see the *Genesys Interoperability Guide.*

> ### Important
> For Genesys Info Mart to provide accurate and reliable data, the system clocks on all hosts on which Genesys applications are running (for example, T-Servers, Interaction Servers, and Universal Routing Servers) must be synchronized.

Software and Database Requirements

This section discusses the following considerations:

- System Resources
- Java-Related Requirements
- Security Requirements
- Microsoft SQL Server Considerations

System Resources

The Genesys Info Mart Server requires approximately 20 MB of hard disk space and a sufficient amount of disk space for local log files. It requires a minimum of 1 GB of additional RAM, depending on the configuration options that are set to define the data chunk size.

Genesys Info Mart Manager, the web-based management GUI that is implemented as a plug-in for

Genesys Administrator Extension (GAX), requires negligible hard-disk space on the GAX host. Genesys Info Mart Manager requires no additional installations on client hosts and no additional RAM.

Java-Related Requirements

The following software must be installed on the Genesys Info Mart Server host to support Genesys Info Mart 8.x:

- Java Development Kit (JDK) or Server Java Runtime Environment (Server JRE) — Genesys Info Mart uses the Server Java Virtual Machine (JVM) that is part of the JDK or Server JRE packagings of Java. (The non-Server JRE packaging of Java does not include the Server JVM.) You must install the JDK or Server JRE on the server on which you plan to install the Genesys Info Mart Server. Several Genesys Info Mart software components use Java. Note that Genesys Info Mart operates with 32-bit or 64-bit versions of Java. For the Java versions that Genesys Info Mart supports, see the *Supported Operating Environment Reference Guide.*

> ## Important
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> Periodically check that the daylight saving time (DST) definitions and other time zone information for your Java version are current and correct.
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> Genesys Info Mart uses Java TimeZone functionality to populate calendar data. Therefore, it is important to keep your Java TimeZone information up to date, particularly if DST rules change. Genesys recommends that you use the latest Oracle Java SE platform JDK or JRE release. If this is not feasible, use the Java Timezone Updater Tool to update your JRE time zone data, then rebuild your calendar data as described in Changing calendar settings during runtime in the *Genesys Info Mart Operations Guide*.

> You must modify your **PATH** and **JAVA_HOME** environment variables so that Genesys Info Mart can locate the Server JVM. The **PATH** and **JAVA_HOME** environment variables that you modify depend on the operating system and user account under which the Genesys Info Mart Server runs.

    For specific information about installing the JDK or Server JRE and modifying the environment variables, see Preparing the Genesys Info Mart Server Host.

- Java Database Connectivity (JDBC) driver — Genesys Info Mart Server and the ETL jobs use JDBC to access all databases. For specific information about installing the appropriate JDBC driver for your environment, see Preparing the Genesys Info Mart Server Host.

Security Requirements

Transport Layer Security (TLS)

Genesys Info Mart supports TLS connections and client-side port definition, to provide secured connections to the Configuration Layer and Management Layer — specifically, to Configuration Server and Message Server. Starting with release 8.5.011.14, Genesys Info Mart supports TLS 1.2. Genesys supports these security features on all the operating systems that Genesys Info Mart supports.

Genesys Info Mart also supports mutual TLS and compliance with Federal Information Processing Standards (FIPS).

On Windows platforms, support for TLS is integrated into the operating system, and there are no additional requirements to enable Genesys Info Mart to support it. On UNIX-based platforms, you must install the Genesys Security Pack on the Genesys Info Mart host (see Security components).

Secure Socket Layer (SSL)

Genesys Info Mart supports SSL connections to the Info Mart database and IDB(s) to encrypt communications between Genesys Info Mart Server and its source and target databases. Genesys recommends using the OpenSSL toolkit to implement this feature.

Antivirus Software

Antivirus software can affect system performance and response time but may be a necessary step to prevent and detect viruses. Genesys recommends that you keep antivirus software enabled on the host where Genesys Info Mart is running, and monitor performance to ensure there is no impairment to Genesys Info Mart or other applications running on the same host.

If you find that antivirus scanning has a significant performance impact, consider excluding the log folder from scanning. If you use Data Export functionality to export Info Mart data, also consider excluding the directory where Genesys Info Mart stores the output of the export job. (Use the output-directory configuration option to specify the directory; the default is output.)

To reduce the risk of disabling antivirus scanning for any folders, Genesys recommends that you do not put any executable files into those folders. Then you can prohibit execute permissions on those folders.

The recommendation to enable antivirus scanning assumes that any antivirus software is configured to enable all port connections and communication Genesys Info Mart requires. If any required port access or communication is blocked, Genesys Info Mart operations will be affected.

Microsoft SQL Server Considerations

An RDBMS limitation restricts the maximum length of index keys:

- On Microsoft SQL Server releases earlier than 2016, to 900 bytes

- On Microsoft SQL Server 2016+, to 1700 bytes

Because of data type changes that were made in Genesys Info Mart release 8.5.010.14 to prepare support for data from alternative data streams, the index length for some tables in both single-language and multi-language databases might be exceeded. Therefore, Genesys strongly recommends that Microsoft SQL Server deployments for Genesys Info Mart 8.5.010.14 and later use Microsoft SQL Server 2016 or later supported version. For related information, see RDBMS Considerations for User Data Mapping. For the supported versions of Microsoft SQL Server, see the Supported Operating Environment Reference.

Compatibility with Genesys Software

For general requirements on interoperability with the Genesys Configuration Layer, see the *Genesys Interoperability Guide.*

The following table provides release requirements for the Genesys software components with which Genesys Info Mart operates directly or for which Genesys Info Mart requirements are different from the minimum requirements for Interaction Concentrator 8.x. For requirements for various other Genesys software components that you may have in an environment with Genesys Info Mart, refer to the Interaction Concentrator 8.x documentation.

For each component, the table provides the minimum release number with which Genesys Info Mart release 8.5 is compatible in a non–SIP Cluster deployment.

Genesys Info Mart compatibility (minimum releases)

Component/Product Release	Comments
Configuration Layer: • Configuration Server release 7.6	• Configuration Server release 7.6 or higher provides improved support for the configuration history log. • Genesys Info Mart supports: • Advanced Disconnect Detection Protocol (ADDP) for the connection from Genesys Info Mart to Configuration Server • Transport Layer Security (TLS) protocol for the connection from Genesys Info Mart to Configuration Server • Mutual TLS • Compliance with Federal Information Processing Standards (FIPS)
Management Layer: • Local Control Agent (LCA) release 7.6 • Message Server release 7.6 • Solution Control Interface (SCI) release 7.6 • Solution Control Server (SCS) release 7.6	Genesys Info Mart supports: • TLS protocol for the connection from Genesys Info Mart to Message Server • Mutual TLS • Compliance with FIPS
User Interaction Layer: • Genesys Administrator Extension (GAX) release 8.5.0	Genesys Info Mart requires this component only if you want to use the Genesys Info Mart Manager management GUI. • Genesys Info Mart Manager 8.5 releases earlier than 8.5.010 require GAX 8.5 releases earlier than GAX 8.5.270.06, and vice versa. • Genesys Info Mart Manager release 8.5.010.02 is the minimum Genesys Info Mart Manager release that operates with GAX releases 8.5.270.06 through 9.0.100.72. • Genesys Info Mart Manager release 8.5.014.02 is the minimum Genesys Info Mart Manager release that operates with GAX release 9.0.101.29 and higher.

Component/Product Release	Comments
Interaction Concentrator • Starting with Genesys Info Mart 8.5.002, the minimum required Interaction Concentrator release is 8.1.100.36. • In all Genesys Info Mart 8.5.001 deployments, the minimum required Interaction Concentrator release is 8.1.000.24.	The minimum Interaction Concentrator release is not sufficient to prevent significant data-quality or transformation issues. Genesys strongly recommends that you observe the following additional requirements: • In deployments that rely on extensive use of user data, if you use Interaction Concentrator 8.1.000.37 or higher, ensure that the ICON option **cseq-adjustment** is set to 2. • In multimedia deployments, Genesys recommends using Interaction Concentrator 8.1.514.11 or higher. • Whenever you install or upgrade Interaction Concentrator, refer to this *Genesys Info Mart Deployment Guide* for information about mandatory and recommended settings for selected ICON configuration options. There are additional minimum requirements for specific functionality. For recommendations for each Genesys Info Mart release, see the ICON version recommendations in the Genesys Info Mart 8.5 Release Note.
T-Server release 7.6	• There are additional requirements for the feature to identify the party that released a call. For information about the T-Servers that support this functionality and the minimum release of T-Server that is required, see the *Interaction Concentrator 8.0.x Release Note*. • Support for SIP Server hunt groups was introduced in SIP Server release 8.1.1. • Support for reporting on multiple routing attempts, in deployments with the SIP Server configuration option **divert-on-ringing** set to `false`, requires SIP Server release 8.1.102.13.
eServices/Multimedia Interaction Server release 7.5 or higher	For Genesys intelligent Workload Distribution (iWD) and other deployments that have routing strategies that repeatedly move a multimedia interaction into and out of the same interaction queue or workbin, Genesys recommends that you use Interaction Server release 8.1.200.21 or higher and that you configure your deployment to suppress Interaction Server reporting events and notifications for this kind of routing strategy activity. However, be aware that suppressing Interaction Server reporting events for a strategy means that there will be no user data from that strategy to use for reporting, so some expected user data metrics might be missing. For more information about selectively suppressing reporting on strategy activity, see the *Interaction Server 8.1.x Release Note* and the *Universal Routing 8.1 Business Process User's Guide*. In order for Genesys Info Mart to collect data from the Outbound Contact Server (OCS) Push Preview mode, you must be using OCS release 8.1.502.17 or higher, and Interaction Server release 8.5.104.05 or higher.
Outbound Contact Server (OCS) release	For information about how to configure Genesys Info Mart and

Component/Product Release	Comments
7.6	other contact center objects to store reporting data for Outbound Contact campaign activity, see Enabling Reporting on Outbound Contact Activity. In order for Genesys Info Mart to collect data from the Outbound Contact Server (OCS) Push Preview mode, you must be using OCS release 8.1.502.17 or higher, and Interaction Server release 8.5.104.05 or higher.
Routing components: • For deployments that use virtual queues, Universal Routing Server (URS) release 8.0 • For deployments that do not use virtual queues, URS release 7.2 • To support the Genesys Info Mart feature that links MSF records to the parent IRF, URS release 8.1.100.08 or higher	• URS 8.0 is required for processing missing virtual-queue configuration objects. For information about the minimum release of URS that is required to support this functionality, see the *Interaction Concentrator 8.0.x Release Note*. • For iWD and other deployments that have routing strategies that repeatedly move a multimedia interaction into and out of the same interaction queue or workbin, Genesys recommends that you use Interaction Routing Designer (IRD) release 8.1.3 or higher, to enable you to mark strategies for which redundant activity should not be distributed by Interaction Server. For more information, see the *Universal Routing 8.1 Business Process User's Guide*.
Genesys Voice Platform (GVP) release 7.6	For more information, see Genesys Voice Platform Support.
Orchestration Server (ORS) release 8.1.400.26	ORS is required to enable Callback. For more information, see the *Callback Solution Guide*.
Genesys Security Pack 8.0	This component is required for UNIX platforms only, for deployments in which you want to use the TLS protocol to secure the connections among Genesys Info Mart, Configuration Server, and Message Server. For more information, see Installing Genesys Security Pack in the *Genesys Security Deployment Guide*.

Important

Genesys recommends that you install the most recent generally available release of Genesys products. Refer to the corresponding product Release Notes for information about new or improved functionality.