



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# GVP Migration Guide Pages

Rollback Procedures

12/22/2025

# Rollback Procedures

## Basic Instructions

If the upgrade of any of the GVP components is unsuccessful, or if you want to roll back to the earlier GVP release, do the following:

1. Stop GVP, or verify that it is stopped.
2. Uninstall the GVP Applications (the version you were migrating to), and then delete them from Genesys Administrator.
3. Reinstall the GVP Applications (the version you were migrating from).
  - If you not only uninstalled the GVP Applications but also deleted them in Genesys Administrator (in other words, they are no longer in the Configuration Database), you must recreate, configure, and install them as you would for new installations, as described in the [GVP 8.5 Deployment Guide](#), except that you must use GVP Application Templates.
  - If you uninstalled the GVP Applications but have not yet deleted them in Genesys Administrator (in other words, they are still in the Configuration Database), run the Installation Wizard to install them, as described in the [GVP 8.5 Deployment Guide](#).
  - If the reason for the rollback relates to Genesys Administrator issues, roll back Genesys Administrator to release 8.1 or 8.0, as described in the Management Framework part of the [GVP 8.5 Deployment Guide](#). Then reinstall the GVP Applications, as described in the [GVP 8.5 Deployment Guide](#).
4. For each component, reinstate any custom configuration you may have lost in the rollback process.
5. Roll back the Reporting Server database schema, and recover the GVP Reporting Server database. Genesys recommends that a qualified DBA perform the database recovery. See the tabs **Microsoft SQL Server Database Rollback** and **Oracle Database Rollback** on this page.
6. Restart the GVP Applications. For startup requirements, see GVP Migration step [Start GVP 8.5.0](#).

### Tip

Consult Professional Services regarding migration of any and all customized Genesys products.

## Microsoft SQL Database Rollback

Use this recovery procedure to roll back the Microsoft SQL Server.

1. Use Microsoft SQL Server Management Studio to connect to the Microsoft SQL Server, and log in using SA or the Windows Authentication account.

2. Remove the current Reporting Server database (the version you were migrating to):
  - a. Ensure that the name of the database you backed up previously does not exist on the database server.
  - b. If you have used the same name for the database that you have just migrated, delete the database:
    - i. Right-click the database name and select **Delete**.
    - ii. In the Delete Object dialog, check Close existing connections and click **OK**. The Databases tree no longer shows the deleted database.
3. Restore the Reporting Server database (the version you were migrating from):
  - a. In the Management Studio Object Explorer window, right-click Databases, and select Restore database.
  - b. In the section, Specify the source and location of backup sets to restore, click the **From** device radio button.
  - c. At the end of the From device field, click the (...) browse button.
  - d. When the Specify Backup dialog appears, click **Add**.
  - e. When the File selection dialog appears, browse to the backup file.
  - f. Click **OK** twice to confirm and save the settings.
4. In the Restore database dialog, select **Restore** for the backup sets you selected in Step 3, and click **OK**.
5. When the restore process is successfully completed and the confirmation dialog box appears, click **OK**.

## Oracle Database Rollback

The procedure to rollback the Oracle database should be performed by a qualified database administrator (DBA). Visit the Oracle web site for more information about database recovery and rollback procedures. Genesys recommends you obtain version-appropriate reference material from these Google searches:

- [Oracle Database Backup and Recovery Basics](#)
- [Oracle Database Backup and Recovery Advanced User's Guide](#)

If you find this material to be too complex, use the following procedure as a guideline to backup and restore the database schema.

### Warning

The following steps are intended to present concepts and are not the actual commands to rollback the Oracle database. A qualified DBA should be familiar with the guidelines presented here and be able to determine how they relate to the actual commands to rollback your Oracle database to the original configuration.

1. **Back up** (or export) the schema:
-

Run these commands from a system console:

- Windows: `C:\oracle\product\10.2.0\db_1\BIN>exp userid=system/password file=rs_8xx.dmp log=rs_8xx_exp.log owner=reporting`
- Linux: `$ORACLE_HOME/bin/exp userid=system/password file=rs_8xx.dmp log=rs_8xx_exp.log owner=reporting`

2. **Connect** to the Oracle database as SYSDBA, using any SQL client.

- a. Delete the RS user named: reporting.
- b. Using the same default values for tablespace, temp tablespace, role, and privileges: recreate the RS user by using the same name: reporting.

3. **Restore** the schema.

Run this import command from a system console:

- Windows: `C:\oracle\product\10.2.0\db_1\BIN>imp userid=system/password file=rs_8xx.dmp log=rs_8xx_imp.log fromuser=reporting`
- Linux: `$ORACLE_HOME/bin/imp userid=system/password file=rs_8xx.dmp log=rs_8xx_imp.log`

## How to Measure Success

- The rollback completes with no errors in the console window output.
- The Reporting Server starts with no errors in the RS log.

### Tip

In this procedure, the `rs_8xx.dmp` and `rs_8xx_imp.log` filenames represent the versions you are backing up and restoring. For example, if you are backing up the 8.1.1 schema, then the filenames would be `rs_811.dmp` and `rs_811_imp.log`.