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GVP Migration Guide Pages

Steps to Migrate to GVP 8.5

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Complete the following steps to migrate from GVP 8.x to GVP 8.5.x, on both Linux and Windows operating systems.

1.[+] Back Up the Configuration

Back up your configurations of the GVP 8.x component application objects.

Note:

You may already have backed up the whole Configuration Layer as part of the Management Framework migration (Part 2 in [Genesys Migration Guide](#)). However, Genesys recommends backing up the GVP components individually—to help reinstate customized configuration options later.

2.[+] Stop GVP Processes

Follow these steps in Genesys Administrator, for each application:

- a. Go to Provisioning > Environment > Applications > and select the application.
- b. In the Tasks panel, select **Stop application gracefully**.
- c. In the confirmation dialog box, click **OK**. All Application processes in the GVP solution are shut down gracefully.
Note: Graceful shutdown means that no new calls will be accepted, and the system will wait as long as necessary for the last call to finish before it shuts down the processes.
- d. Wait until the status displayed in Genesys Administrator shows that the applications have been stopped.

For more information about stopping GVP processes, see the [GVP 8.5 Deployment Guide](#) or the [Genesys Administrator 8.1 Help](#).

3.[+] Uninstall GVP 8.x

Follow these steps for each GVP 8.5 application, using Genesys Administrator:

- a. On the Provisioning tab, select **Environment > Applications**.
- b. Double-click the component application you want to uninstall.
- c. When the Configuration tab appears, select **Uninstall** in the toolbar.
- d. When the Confirm dialog box appears, click **Yes**.

The component application is uninstalled, but it is not deleted from the Configuration Database; therefore, it still appears in the applications list in Genesys Administrator.

Tip

In general, Genesys recommends that you uninstall components in reverse order of dependency, or in reverse order of installation, although this is not strictly required for GVP. In addition, the servers should be restarted after the components are uninstalled.

4.[+] Create and Install 8.5.x Applications

In Genesys Administrator, create and install the applications for the GVP configuration objects: See [Interoperability Among Components](#) for the list of components in each GVP 8.x release. There are four ways to create and install the applications:

Import IPs

- a. Use the Installation Packages Import Wizard to import all the GVP installation packages (IPs) to the Genesys Administrator Repository.
- b. Use the Installation Wizard to install the IPs.
You can install the applications with default settings, and then go back later to reinstate customized configuration options.

Reuse existing 8.5.x Applications

- a. For each component, load the configuration templates and apply them to the existing applications, regardless of whether they are new or reused.
- b. Modify the server connections in the Connections section of the Configuration tab, and modify the values of configuration options on the Options tab, if required.
- c. To determine if the configuration has changed from the default settings, export the options from the template and from the Application.
- d. Use a comparison tool to generate a list of differences. After the new component has been upgraded, manually apply the changes to the newly created Application.
- e. Use the Installation Wizard to install the IP on the GVP host.

Create New Applications Using Templates

- a. Create a new 8.1.x Application Template for each component and import the metadata.
- b. Make a copy of the existing 8.0 Application and apply the 8.1.x Application Template to the new copy.
- c. Modify the server connections in the Connections section of the Configuration tab, and modify the values of configuration options on the Options tab, if required.
- d. Use the Installation Wizard to install the IP on the GVP host.

Create New Applications Individually

- a. Using the Create Application Wizard, create the new applications individually and import the 8.1.x

Application Templates and their metadata at the same time.

- b. Modify the server connections in the Connections section of the Configuration tab, and modify the values of configuration options on the Options tab, if required.
- c. Use the Installation Wizard to install the IP on the GVP host.

For more information about the methods for creating and installing GVP applications, see the [GVP 8.5 Deployment Guide](#). For the new configuration options that were introduced in GVP 8.1, see [Interoperability Among Components](#).

5.[+] Migrate the Resource Groups

Migrate and provision your existing GVP 8.1.x resource groups, by using the Logical Resource Group Migration Tool (LRGMT) in Genesys Administrator:

- a. From the operating system's Command Line Console (CLC), enter: `lrgmt <username> <password> <application> <MF host> <MF port>`
where
 - `<username>` is the username of the Environment (or root) tenant.
 - `<password>` is the password of the Environment (or root) tenant.
 - `<application>` is the name of the Genesys Administrator application, for example, default.
 - `<MF host>` is the host name of the Management Framework Server that is hosting Genesys Administrator.
 - `<MF port>` is the Management Framework Server port number, 2020.
- b. Press **Enter**.

No other action is required. The LRGMT progress information is displayed within the CLC, as well as error information in a standard error format, which can be redirected to an error or log file. For more information about how legacy Resource Groups are migrated, see [Logical Resource Groups](#).

To create new resource groups, use the Resource Group Wizard in Genesys Administrator. For more information about creating the resource groups, see the [GVP 8.5 Deployment Guide](#).

Load the GVP 8.5.x Management Information Bases (MIBs) into your Simple Network Management Protocol (SNMP) management console.

6.[+] Verify the Configuration

- a. Follow these steps to export the new configuration file for each Application object in your existing GVP deployment:
 - i. In Genesys Administrator, go to the Provisioning > Environment > Applications > <GVP Application> > Options tab.
 - ii. On the toolbar, click **Export**.
 - iii. In the dialog box, select a file format for the export (.cfg or .xml).
 - iv. In the File Download dialog box, click **Save**, and select a location for the configuration file.

- b. In the command console, execute the following command to compare the new configuration file to the old one:
 - On Windows, enter: `fc <old cfg file> <new cfg file>`
 - On Linux, enter: `diff <old cfg file> <new cfg file>`
- c. Based on the result, go to the Options tab of the applicable Application objects and modify the configuration, as required.
- d. To ensure that you retain the built-in audio files that your deployment uses for DTMF tones and for prompts, back up the files in the `<MCP installation path>/audio` directory and subdirectories.

7.[+] Upgrade the Reporting Server Database

Migrate the Reporting Server database, if needed. See [Migrating Reporting Server Databases](#).

8.[+] Back Up and Modify the Database

Optional: After upgrading, you may choose to run a script that corrects a `START_TIME` index issue.

Important

This action deletes all MCP event logs, Custom Var data and VAR CDRs from your database! Back up the data first. See [Migrating the Reporting Server Databases](#).

9.[+] Start GVP 8.5.x

- a. If you did not clear the cookie cache of your browser after you upgraded to the current version of Genesys Administrator, delete cookies now. Otherwise, GVP reports may not work.
- b. Start the GVP 8.x components. You can start the components in any order, however, you must start the RDBMS server for the Reporting Server database before you start the Reporting Server itself.

GVP 8.5.x components are installed as Windows Services and can be configured to start automatically. For more information about starting and stopping GVP, see the [GVP 8.5 Deployment Guide](#).
- c. Verify proper operation of GVP 8.5.x by checking the logs for errors.

GVP migration is effectively a new installation, therefore, you might encounter issues similar to the usual setup and startup problems for new installations. The most likely areas to check are successful database upgrade and successful importation of the old configuration. For more information about the errors you may encounter, see the [GVP 8.1 Troubleshooting Guide](#).
- d. If the upgrade of any component fails, recreate and reinstall it, or roll back to GVP 8.1. For more information, see [Rollback Procedures](#).