iWD Deployment Guide

Migration of the 9.0.x release to newer versions

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> ## Important
>
> In release 9, you must upgrade all iWD components to the same release version (9.0.xxx must be the same for all components) to guarantee correct functioning.

How to use this guide

1. Check your iWD version.

2. Install the latest version.

3. Perform all the steps one by one between your version and version you installed in step 2.
    For example, if you have 9.0.009.07 and migrate to the 9.0.011.xx, then you need to perform the following steps sequentially:

    1. Migration to 9.0.009.23+

    2. Migration to 9.0.010.xx

Migration to 9.0.015.xx

Starting with this release, Genesys strongly recommends using native plugins provided with iWD. Kettle aggregation plugins do NOT support the new dimensions added in this release. Use of custom Kettle plugins is fully supported.

To switch to using the native version of the aggregation plugins, adjust the **plugins.properties** file.

> ## Important
>
> If you have already installed 9.0.015.03, please follow the migration procedure here.

Migration procedure

1. Stop iWD Data Mart runtime node.

2. If you use aggregation plugins, it is recommended to switch aggregation to the native version of

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plugins. Using an ASCII editor, change **plugins.properties** file, for each plug-in that you have enabled, as shown below:

```
${KETTLE_REPOS_DIR}\plugins\classif,task_classif_fact,native

${KETTLE_REPOS_DIR}\plugins\age,task_age_fact,native

${KETTLE_REPOS_DIR}\plugins\agent,task_agent_fact,native

${KETTLE_REPOS_DIR}\plugins\capt,task_capt_fact,native

${KETTLE_REPOS_DIR}\plugins\queue,task_queue_fact,native
```

3. Install the new iWD Runtime Node application.

4. Start the iWD Runtime Node application.

Migration to 9.0.014.xx

Changes to aggregate tables

This version contains the following changes related to aggregate tables.

- Intraday aggregates tables **I_TASK_[Subj]_FACT_15MIN** have been removed in this release. The Aggregate Intraday job now directly populates **H_TASK_[Subj]_FACT_15MIN** tables.

- For backward compatibility, the **I_TASK_[Subj]_FACT_15MIN** view has been introduced to reflect intraday aggregates tables behavior.

- Population of **H_TASK_[Subj]_FACT_DAY** tables is triggered by the fact that corresponding **H_TASK_[Subj]_FACT_15MIN** table contains a full set of 15-minute intervals for that particular day.

Migration procedure

1. Stop the iWD Runtime Node application.

2. Back up the Data Mart database.

3. Install the new iWD Runtime Node application.

4. If you use the **H_TASK_[Subj]_FACT_15MIN** table directly in your reports or plugins, you need to take into account that it may now contain intervals for the current day. If you expect the prior behavior, you need to add a condition such as the one below to filter the incomplete aggregated day.
   For example:

   ```
   SELECT * FROM H_TASK_<subj>_FACT_15MIN WHERE interval_date_key <= (SELECT
    COALESCE(MAX(interval_date_key), 0) FROM H_TASK_<subj>_FACT_DAY)
   ```

   The <subj> can take values from the list of aggregate names: AGE, AGENT, CAPT, CLASSIF, QUEUE.

5. Start the iWD Runtime Node application.

Migration to 9.0.013.xx

The following default attributes types were changed from **string** to **list**:

- iwd_ext_resultCode
- iwd_ext_requestedAgentGroup

To update the default attributes please follow this procedure.

Migration to 9.0.010.xx

Custom Attributes can now have types configured. To update the default attributes please follow this procedure.

Migration to 9.0.009.23+

Important

Interaction Server 8.5.3+ is required for this release of iWD and higher. DB Server connection is not supported: an ODBC connection must be used.

All standard iWD columns created in the Interaction Server database have been converted to type **nvarchar**. The length of all standard columns is also aligned with the Data Mart database.

Standard indexes are recreated during the migration procedure. If you have custom indexes using standard iWD columns, you will need to drop them before the migration run and recreate them manually after the migration.

The following procedure must be repeated for all iWD Solutions with different Interaction Servers.

Migration procedure

1. Stop the Interaction Server application.
2. Back up the Interaction Server database.
3. If you have any non-standard indexes that use standard iWD columns, drop them manually to speed up the migration procedure.
4. Log into iWD Plug-in for GAX.
5. Open **Business Structure**.
6. Navigate to your iWD tenant.

7. Navigate to your Solution from the navigation tree and select the **Migration** tab. The **Interaction custom properties and migration issues** table on the right side notifies you of the updates that must be made.

8. Press the **Configure** button.

9. Recreate the non-standard indexes dropped in step 3.

10. Start the Interaction Server application.

Migration to 9.0.008.xx

If you have not changed the default value of iWD Manager's **[iWD]/filterElementValuePattern** option, then either:

- Update this option to the new default value from Manager Configuration Options; or;

- Remove this option from the iWD Manager configuration object. This will force the application to use the default option value.

If there is a customized value stored in **filterElementValuePattern** then make sure that your regex allows percent (%), underscore (_) and backslash (\ ) for use with SQL wildcards within iWD Manager's filters.

Migrate iWD Manager Logging options

Previously iWD Manager logging was configured via the **log4j.properties** file. This file has been removed and configuration properties have moved to Configuration Server. Move existing options according to the following mapping:

log4j Property	<section.property>	Comment
log4j.rootLogger=DEBUG...	log.level	add rootLogger level to log.level option
log4j.appender.Console=org.apache.log4j.ConsoleAppender	log.log-to-console	If Console logging is enabled, set log.log-to-console to true
log4j.appender.Console.Threshold=TRACE	log.Console-log-level	
log4j.appender.centralized_manager=com.genesyslab.iwd.log.CentralizedAppender	log.centralized-logging	If Centralized logging is enabled set log.log-to-file to true
log4j.appender.centralized_manager.Threshold=DEBUG	log.centralized-log-level	DEBUG, TRACE, WARN, INFO => STANDARD, ERROR => ALARM
log4j.appender.manager=org.apache.log4j.RollingFileAppender	log.log-to-file log.archive	- If File logging is enabled set log.log-to-file to true - If Logger class is org.apache.log4j.FileAppender set archive to false, - If Logger class is org.apache.log4j.RollingFileAppender

log4j Property	<section.property>	Comment
		set archive to true
log4j.appender.manager.Threshold=DEBUG	log.log-level	
log4j.appender.manager.File=/GCTI/iWD/iwd_manager.log	log.log-filename	
log4j.appender.manager.MaxBackupIndex=9	log.log-history	
log4j.appender.manager.MaxFileSize=1024MB	log.log-file-size	

Migrate Data Mart and History Node logging options

Data Mart and History Node logging options have been updated. Migration to the new version of logging configuration may be performed via iWD Plugin for GAX. Note that iWD Plugin for GAX should be updated to version 9.0.008.0x

1. Login to GAX.

2. Navigate to **GAX -> Configuration -> Environment > Tenants**.

3. Go to the **iWD Attributes** tab

4. Check that the fields "'Current Configuration Version"' and "'Actual Configuration Version"' have the same value—9.0.0.2.

5. If the "'Current Configuration Version'" is lower than the actual one, click the "'Update Configuration"' button.

6. If the '"Current Configuration Version"' is still not updated, refer to the GAX logs.

7. If the "'Current Configuration Version"' and "'Actual Configuration Version'" are equal to 9.0.0.2, you can check and modify options as described on this Logging page.

Migration to 9.0.007.07

If you have already installed a 9.0.x iWD Runtime Node prior to the 9.0.007.07 release, you must manually upgrade the database schema before starting the new iWD Runtime Node versions. The upgrade procedure alters the H_TASK_FACT table, adding the NOT NULL constraint to the last_task_event_id column and changing the primary key.

Migration Procedure

1. Stop the iWD Runtime Node application.

2. Back up the Data Mart database.

3. Install a new iWD Runtime Node application.

4. In the <iWD Runtime Node>/etl/migration/manual directory, find a migration script for the appropriate database type and run it on the Data Mart database.

5. Start the iWD Runtime Node application.