Performance Management Advisors Deployment Guide

Prerequisites for FAAA

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Contents

Before you deploy Frontline Advisor/Agent Advisor (FAAA), it is helpful to answer the following questions:

- Will you install the FA application in standalone or distributed mode? If distributed, which FA instance (on which server) will be responsible for data aggregation, and which will be presentation nodes?

- Will you deploy the FA application on a Linux Red Hat or a Windows platform?

- Where are you installing Advisors (in which directory)? The default location is `C:\ProgramFiles\GCTI\Advisors`.

- Do you want the FA application to send e-mail notification messages? From what address will an application send notifications (for example, `DONOTREPLY@<your enterprise>.com`)? To what e-mail address will an application send notifications? What is the subject line for such e-mail messages (for example, `Frontline Advisor notification`?

- The FA Server requires integration with the Solution Control Server. For details see Integration with Solution Control Server and Warm Standby. Ensure you understand the limitations and special configuration requirements when planning which Advisors applications to install on a server.

Prerequisites

Ensure you have completed all the tasks in the following Table before you begin Frontline Advisor deployment.

Y or N	Prerequisite
	A verified Cisco environment must be ready and available if any of the agents will have metrics provided by Advisors Cisco Adapter.
	For Cisco installations, the Advisors Cisco Adapter is installed.
	For Genesys installations, the Advisors Genesys Adapter is installed.
	You have initialized databases—databases must be present and at the current version prior to running the installation files. You have configured administrator accounts that can be used by applications to access the databases.
	Advisors Platform is successfully installed on each physical server on which you will install the Frontline Advisor or Agent Advisor application.
	You have installed the Local Control Agent (LCA). See Integration with Solution Control Server and Warm Standby and Deploying Components Controlled by Solution Control Server for more information.
	You have created the required Application and Host objects in Genesys Administrator or Configuration Server. If you are configuring Advisors in warm standby mode, then you have configured both primary and backup Applications and associated each primary Application with its backup for failover. See Integration with Solution Control Server and Warm Standby and Deploying Components Controlled by Solution Control Server for more information.
	In a Genesys environment, you have established connection to the Genesys Solution Control Server.
	The FA hierarchy is configured on the Genesys Configuration Server and you can identify the following: - the tenant(s) associated with the hierarchy

Y or N	Prerequisite
	• the path to the hierarchy root folder(s) in Genesys Configuration Server

	You have located the `fa-server-installer-<version>.jar` file on the installation CD and have copied it to the local drive of your server. Copy the installation file to the Advisors home directory.
	[+] Show additional information for Linux environments
	
	1. Ensure the Advisors Platform service has been installed. The Advisors Platform service hosts the FA application.
	2. Open the shell.
	3. Start the installer locally or from a remote desktop. To run the installer remotely, use SSH with X11 forwarding enabled:
	`ssh -X root@<host>`
	4. As root, copy the fa-server-installer-<version>.jar file to the /home/advisors directory.
	`cp ./fa-server-installer-<version>.jar /home/advisors`

	If you primarily use Genesys Administrator as your management user interface, ensure you also have access to Configuration Manager. You can use Configuration Manager or Genesys Administrator to define and maintain roles, and associate roles with users (Role-Based Access Control). There are limitations, however, that prevent you from viewing and editing privileges and permissions for Advisors roles; for those tasks, you require Configuration Manager.

Collect Information

During deployment of Frontline Advisor, the installer will prompt you for the information in the following Table.

Information	Input

Location and name of the base directory in which you will install Advisors.
 	
(The installation directory for Frontline Advisor server must be the same as the directory where Advisors Platform was installed.)
	Default on Windows:
	`C:\Program Files\GCTI\ Advisors`
	
	Default on Linux:
	`/opt/gcti/advisors`

Are you running FA in standalone or distributed mode? If distributed, which FA instance (on which server) will be responsible for data aggregation? Only one FA instance in a cluster can be responsible for data aggregation; you must enable the rollup engine on this instance. In a warm standby configuration, however, you must enable the rollup engine on both the primary and backup applications. The two applications do not run simultaneously, and in the event of failover, the backup must be able to continue the data aggregation processes.	

Information	Input
You require the following information to integrate with the Genesys Management Layer if you are installing the FA Server (FA that includes the rollup engine): • The FA Server Application name exactly as it appears in Configuration Server. • The port number on which the server's LCA listens. • The name, in Configuration Server, of the Solution Control Server Application that you will use with Advisors.	Default LCA port is 4999. Default name of the SCS is SCServer.
Information about your hierarchy. You require one of the following: • The name of the tenant(s) in the Genesys Configuration Server in which the monitoring hierarchy resides, and the path to the hierarchy root folder(s). In a Cisco environment, the path should look like: `Agent Groups\\<Your Cisco Group Name>` • The name of a `Person` folder in Configuration Manager, and the path to that `Person` folder. Selecting this option restricts the hierarchy view that is loaded at startup (or reloaded using the reload feature) to the team of agents belonging to that person (supervisor).	Default tenant name is Resources. Default path to the hierarchy is Agent Groups\\Enterprise.
Type of database used in your enterprise (MS SQL or Oracle), and connection details to the Advisors Platform database: • The host name, IP address, or named instance of the server on which the Advisors Platform database is installed. • Port number on which the database listens (you do not require this information if the server is a named instance). • The Platform database name (the Service name for an Oracle installation). • The username (the schema for an Oracle installation) and password associated with the account that FA will use to access the Platform database. • For clustered databases, the location of the file that contains the advanced database connection string. If you do not know how to correctly build the advanced database connection string, contact your database administrator.	Default database server name is localhost. Default port on which the Platform database listens is 1433.
If you will send e-mail notifications from the application, you require the following details for the SMTP (mail) service that you will use to send the notification messages: • The address from which to send application notification e-mail. • The address to which to send application notification e-mail.	