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Stat Server Deployment Guide

Installing a Stat Server Application

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Installing a Stat Server Application

You must configure a Stat Server Application object in Configuration Server before installing the Stat Server application. Read [Configuring a Stat Server Application](#) for this configuration and other important information. You need not uninstall prior releases of Stat Server in order to install a newer release. This topic, nonetheless, provides uninstallation procedures, as well as installation procedures, to address the case where you want to permanently remove Stat Server from your machine.

Installing Stat Server Following Manual Configuration

This section describes how to install Stat Server on UNIX and Windows platforms if you manually configured a Stat Server Application object within Genesys Administrator/GAX.

On UNIX

Installing Stat Server On UNIX

1. On the Real-Time Metrics Engine 8.5 product CD in the appropriate `statserver/operating_system/` directory, locate the `install.sh` shell script.
2. Run this script from the command line by typing: `install.sh..`
3. When prompted, specify the host name of the computer on which you want to install Stat Server.
4. When prompted, specify:
 - a. The host name of the computer on which Configuration Server is running.
 - b. The port that Stat Server will use to connect to Configuration Server.
 - c. The user name used to log in to Configuration Server.
 - d. The password used to log in to Configuration Server.
5. Specify whether Stat Server should use a client-side port for TCP/IP connection to Configuration Server. If yes, specify the client-side port number and, optionally, either the IP address that Stat Server will use for its connection or Enter to ignore.
Refer to the *Genesys Security Deployment Guide* for more information about client-side port definition and configuration.
6. The installation displays the list of Application objects of StatServer type configured for this host. Type the number of the Stat Server Application you want installed.
7. Specify the full destination path into which you want Stat Server installed.
8. If prompted for which version of the product to install, (32- or 64-bit), select the version appropriate for your operating system.

As soon as the installation process completes, a message announces that installation was successful.

The process creates a directory with the name specified during the installation, and places Stat Server in it. The installation routine then prompts you to install each of the Stat Server Java Extensions (MCR, OCC, and ORS) if the Extension installation packages were also deployed. Follow the installation steps (described below) for each Extension, starting with Step 2.

On Windows

Installing Stat Server On Windows

1. From the Real-Time Metrics 8.5 CD, go to the \statserver\windows subdirectory.
2. Locate and double-click setup.exe to start installation.
3. If the installation routine detects previously installed Stat Server applications on your machine, you are prompted to either install a new instance or perform maintenance on one of the existing applications. Select the former.
4. Specify the parameters for connecting to the Configuration Server where your Stat Server Application object has been configured.
5. Specify whether Stat Server should use a client-side port for TCP/IP connection to Configuration Server. If so, specify the client-side port number and, optionally, the IP address that Stat Server will use for its connection. The installation routine automatically adds these parameters (transport-port and transport-address) to:
 - The Command-Line Arguments text box on the Start Info tab of the Stat Server Application Properties dialog box, so that Stat Server can be started from the Management Layer. (Refer [Starting and Stopping a Stat Server Application](#) for information about command-line parameters.)
 - The startServer batch file, so that you can start Stat Server using its startup files.

Refer to the *Genesys Security Deployment Guide* for more information about client-side port definition and configuration.

6. Select your Stat Server application.
7. Specify the destination directory into which you want Stat Server installed.
8. Click Install and Finish to complete the installation.

The installation routine installs your Stat Server application automatically as a Windows service.

If you run the Stat Server installation package from the *Real-Time Metrics Engine CD*, Stat Server automatically installs the MCR, OCC, and ORS Stat Server Java Extensions as well.

Manually Installing the Java Extensions

Before installing a Stat Server Java Extension, you must both have configured a Stat Server Application object and installed the Stat Server application on your machine. On the Real-Time Metrics Engine CD, Genesys provides the installation packages for eServices, OCC, and ORS Java

Extensions, which are delivered in five .jar files:

- eServiceContactStat.jar
- eServiceInteractionStat.jar
- eServiceSystemStat.jar
- OCCStatExtension.jar
- ORSStatExtension.jar

You deploy these files in three separate installations.

Installing the eServices Extensions

You can install the three eService Java Extensions, which are used for eServices, on Windows and/or UNIX platforms.

On Windows

Installing the eServices Extensions On Windows

1. In the \ext\mcr\ subdirectory of your deployed Stat Server installation package, locate and double-click setup.exe.
2. If the installation routine detects one or more previously installed extension on your machine, you are prompted to either install a new instance or perform maintenance on the existing extension. Select the former.
3. When prompted, specify the root folder of the Stat Server installation (for example, C:\Program Files\GCTI\Stat Server\StatServer_1), and click Next.

The installation routine deploys the eServiceContactStat.jar, eServiceInteractionStat.jar, and eServiceSystemStat.jar files in the \java\ext subdirectory of your installed application.

On UNIX

Installing the eServices Extensions On UNIX

1. On the *Real-Time Metrics Engine CD*, navigate to the /ext/mcr/ subdirectory.
2. Run the install.sh script from the command line by typing: sh install.sh.
3. When prompted, specify the full destination path where you want the MCR Extension deployed on your

machine.

If the installation routine detects one or more installed extensions in the specified path, it prompts you to overwrite them or exit.

The installation routine deploys the `eServiceContactStat.jar`, `eServiceInteractionStat.jar`, and `eServiceSystemStat.jar` files in the `/java/ext` subdirectory of the path that you specified.

Installing the Outbound Contact Extension

You can install the `OCCStatExtension` Java Extension, which is used for the Outbound Contact solution, on Windows and/or UNIX platforms.

On Windows

Installing the Outbound Contact Extension On Windows

1. In the `\ext\occ\` subdirectory of your deployed Stat Server installation package, locate and double-click `setup.exe`.
2. When prompted to specify the destination folder, indicate the root folder of the Stat Server installation (for example, `C:\Program Files\GCTI\StatServer\StatServer_1`) and click Next.
Note: Select this folder carefully. The default choice provided by the installation routine likely differs from your intended destination.

The installation routine deploys `OCCStatExtension.jar` in the `\java\ext` subdirectory of your installed application.

On UNIX

Installing the Outbound Contact Extension On UNIX

1. On the *Real-Time Metrics Engine CD*, navigate to the `/ext/occ/` subdirectory.
2. Run the `install.sh` script from the command line by typing: `sh install.sh`.
3. When prompted, specify the full destination path where you want the OCC Extension deployed on your machine.
If the installation routine detects one or more installed extensions in the specified path, it prompts you to overwrite them or exit.

The installation routine deploys `OCCStatExtension.jar` in the `/java/ext` subdirectory of the path that you specified.

Installing the ORS Extension

You can install the ORSStatExtension Java Extension, which is used to monitor **Orchestration Server performance**, on Windows and/or UNIX platforms.

On Windows

Installing the Orchestration Server Extension On Windows

1. In the `\ext\ors\` subdirectory of your deployed Stat Server installation package, locate and double-click `setup.exe`.
2. When prompted to specify the destination folder, indicate the root folder of the Stat Server installation (for example, `C:\Program Files\GCTI\StatServer\StatServer_1`) and click Next.
Note: Select this folder carefully. The default choice provided by the installation routine likely differs from your intended destination.

The installation routine deploys `ORSStatExtension.jar` in the `\java\ext` subdirectory of your installed application.

On UNIX

Installing the Orchestration Server Extension On UNIX

1. On the *Real-Time Metrics Engine CD*, navigate to the `/ext/ors/` subdirectory.
2. Run the `install.sh` script from the command line by typing: `sh install.sh`.
3. When prompted, specify the full destination path, indicating the root folder of the Stat Server installation.
If the installation routine detects one or more installed extensions in the specified path, it prompts you to overwrite them or exit.

The installation routine deploys `ORSStatExtension.jar` in the `/java/ext` subdirectory of the path that you specified.

Installing Stat Server Silently

You can deploy Stat Server silently using InstallShield Silent, a third-party installation program that Genesys provides to facilitate the electronic software distribution for both server and GUI applications on Windows platforms. “Silent” installations eliminate the need for interactive dialog during the

installation process. Instead, you create a single response file filled with the necessary parameters that InstallShield Silent references during subsequent silent installations.

For instructions on how to deploy applications silently, refer to the *Framework Deployment Guide*.

Uninstalling the Stat Server Application

To uninstall a Stat Server application, you must first stop it. Refer to [Stopping a Stat Server Application](#) for this information. Uninstalling the Stat Server application differs from uninstalling its Application object in Configuration Server From the Control Panel

1. Open Add/Remove Programs.
2. Locate and select the desired Genesys Stat Server application.
3. Click Remove.