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Workforce Management Administrator's Guide

Installing and uninstalling WFM components

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Installing and uninstalling WFM components

This topic provides information and procedures about how to install and uninstall the Workforce Management (WFM) components. All of the component installations are straight forward, but you will need to complete additional tasks for WFM Web. See [Installing WFM Web](#).

To uninstall any or all WFM components, see [Uninstalling Workforce Management](#).

Installing the components

Before you begin installing the WFM components, determine whether to install more than one component on a single machine. If you do so, determine which components should be installed together.

See [Deploying WFM](#), for some general deployment guidelines and recommendations. See the [Genesys Hardware Sizing Guide](#) for more extensive recommendations.

By default, all the servers are installed as Windows Services. For instructions about how to use Windows services, see the Windows Help file.

For instructions about how to install and uninstall the WFM components, see the [procedures](#) on this page and [Installing WFM Web](#).

Important

Functionality that was previously in the WFM Configuration Utility is now in WFM Web (see [Workforce Management 8.5 Release Information](#)) and Configuration Utility is no longer supported, nor delivered on the WFM Installation DVD.

Date and time dependencies for WFM Applications

The following are the sources of the date and time setting for WFM applications:

- In WFM Web Supervisor, the date, time, and number formats depend on the language preferences configured in the browser you are using.
- In WFM Web Agent, the date and time format depends on the locale of Web Server and is identical for all agents connected to the same server.

Uninstalling Workforce Management

Use the Task Summary in this section to ensure you have completely uninstalled WFM.

Task summary: Uninstalling WFM Web

Task	Description and procedures
Stop all WFM components, including those running as Windows Services.	See Starting and Stopping WFM Components .
If you are using Tomcat, delete WFM from Tomcat.	For instructions, see Deleting WFM Web from Tomcat .
Use Add/Remove Programs to uninstall the WFM components from the Windows platform.	For instructions, see Using Add/Remove Programs to Uninstall WFM .
If you are using a Unix-based platform, delete all files in the relevant folders.	Be sure to use caution when deleting files.

Procedures

Use the procedures below to install and uninstall WFM components.

Installing WFM Server

Purpose: To install WFM Server.

Start of Procedure

1. On your Workforce Management release disk, navigate to the solution_specific\WFMServer\windows directory.
2. Double-click Setup.exe.
The WFM Server Installation Wizard opens.
3. Click **Next** to begin using the Wizard.
4. Enter your Configuration Server host name, port number, user name, and password, and then, click **Next**.
A list of WFM Server Application objects displays.
5. Select the correct **Application** object and then click **Next**.
The properties for each WFM Server Application object display in the Application Properties list when that Application is selected.
6. Specify the destination directory into which you want to install WFM Server. Then, click **Next**.
7. In the **Ready to Install** window, click **Install**.
A progress bar shows the setup status.

Restart your computer before starting WFM Server. If you are installing multiple components on one

machine, you can install them all before restarting. However, you cannot install multiple instances of the same component on the same host. **End of Procedure**

Installing WFM Server as a dedicated ETL Server

Purpose: To install and configure a separate instance of WFM Server as the ETL Server.

Tip

Installing ETL Server is optional

Start of Procedure

1. On your Workforce Management release disk, navigate to the `solution_specific\WFMServer\windows` directory.
2. Double-click `Setup.exe`.
The WFM Server Installation Wizard opens.
3. Click **Next** to begin using the Wizard.
4. Enter your Configuration Server host name, port number, user name, and password, and then, click **Next**.
A list of WFM Server Application objects displays.
5. Select the **WFM Server for ETL Application** template and then click **Next**.
The properties for the WFM Server for ETL Application object display in the Application Properties list when that Application is selected.
6. Specify the destination directory into which you want to install WFM ETL Server. Then, click **Next**.
7. In the **Ready to Install** window, click **Install**.
A progress bar shows the setup status.

Restart your computer before starting WFM ETL Server. If you are installing multiple components on one machine, you can install them all before restarting. However, you cannot install multiple instances of the same component on the same host. **End of Procedure**

For more information about WFM ETL Server, see [Using ETL Database Schema](#).

Installing WFM Builder

Purpose: To install WFM Builder.

Start of Procedure

1. On your Workforce Management release disk, navigate to the `solution_specific\WFMBuilder\windows` directory.

2. Double-click Setup.exe.
The WFM Builder Installation Wizard opens.
3. Click **Next** to begin using the Wizard.
4. Enter your Configuration Server host name, port number, user name, and password, and then, click **Next**.
A list of WFM Builder Application objects displays.
5. Select the correct **Application** object and then click **Next**.
The properties for each WFM Builder Application object display in the Application Properties list when that Application is selected.
6. Specify the destination directory into which you want to install WFM Builder. Then, click **Next**.
7. In the **Ready to Install** window, click **Install**.
A progress bar shows the setup status.
8. Click **Finish** to close the Installation Wizard.

End of Procedure

Installing WFM Data Aggregator

Purpose: To install WFM Data Aggregator.

Summary: A restriction limits the number of clients to about 8 if WFM Data Aggregator and WFM Web are installed on the same computer. For full details, see [TCP/IP Connection Settings](#).

Start of Procedure

1. On your Workforce Management release disk, navigate to the solution_specific\WFMDDataAggregator\windows directory.
2. Double-click Setup.exe.
The WFM Data Aggregator Installation Wizard opens.
3. Click **Next** to begin using the Wizard.
4. Enter your Configuration Server host name, port number, user name, and password and then, click **Next**.
A list of WFM Data Aggregator Application objects displays.
5. Select the correct **Application** object and then click **Next**.
The properties for each WFM Data Aggregator Application object display in the Application Properties list when that Application is selected.
6. Specify the destination directory into which you want to install WFM Data Aggregator. Then, click **Next**.
7. In the **Ready to Install** window, click **Install**.
A progress bar shows the setup status.
8. Choose to restart your computer now or later and then click **Finish** to close the Installation Wizard.

Restart your computer before starting WFM Data Aggregator. If you are installing multiple components on one machine, you can install them all before restarting. However, you cannot install multiple instances of the same component on the same host. **End of Procedure**

Installing WFM Daemon

Purpose: To install WFM Daemon.

Prerequisites: Framework and Java SDK are installed and configured. To determine the required versions of Framework and Java, consult the WFM section at the end of the table “Product Prerequisites” in the *Genesys Supported Operating Environment Reference Manual*.

Tip

You must install a Java version that includes the **<specifier>** time zones update. See details and use the Java version that is specified on the java.sun.com website.

Start of Procedure

1. On your Workforce Management release disk, navigate to the `solution_specific\WFMDaemon\windows` directory.
2. Double-click `Setup.exe`.
The WFM Daemon Installation Wizard opens.
3. Click **Next** to begin using the Wizard.
4. Enter this information for your Configuration Server: host name, port number, user name, and password. Then click **Next**.
A list of WFM Daemon Application objects displays.
5. Select the correct **Application** and then click **Next**.
The properties for each WFM Daemon Application object displays in the Application Properties list when that Application is selected.
 - If you are using Genesys Configuration Server releases later than 7.2 but earlier than 7.5, your WFM Daemon’s **Application** type must be **Genesys Generic Server**.
 - If you are using Genesys Configuration Server 7.5 or later, your WFM Daemon’s **Application** type must be **WFM Daemon**.
6. Specify the destination directory into which you want to install WFM Daemon. Then, click **Next**.
7. In the **Ready to Install** window, click **Install**.
A progress bar shows the setup status.
8. Choose to restart your computer now or later and then click **Finish** to close the Installation Wizard.

Restart your computer before starting WFM Daemon. If you are installing multiple components on one machine, you can install them all before restarting. However, you cannot install multiple instances of the same component on the same host.

For more information about WFM Daemon, see [Using Email Notifications in WFM](#). **End of Procedure**

Deleting WFM Web from Tomcat

Purpose: To delete WFM Web from Tomcat.

Summary:

- Genesys recommends using Tomcat Manager to correctly deploy/undeploy WFM Web.
- Uninstalling WFM Web does not remove the .war file or the WFM directory from the webapps folder. Genesys recommends that you remove the .war file and WFM directory prior to reinstalling or updating WFM Web.
- If you reinstall or update WFM Web, before clients can access the software, you must remove the old file and replace the .war file with the new version of the file. The default file name is wfm.war and the default directory name is wfm.
- If you reinstall WFM Web without first manually deleting these files, the files are not updated. WFM Web will not run if you install a later version of WFM Web over an earlier one without first deleting these files.

Start of Procedure

1. Open the <CATALINA_HOME>:\webapps directory.
2. Delete the WFM .war file and the WFM directory from the webapps folder.
3. Delete the \$CATALINA_BASE\work\Catalina\localhost\wfm folder.

End of Procedure

Using Add/Remove Programs to uninstall WFM

Purpose: To uninstall WFM components using the Add/Remove Programs tool on Windows platforms.

Start of Procedure

1. Select **Start > Settings > Control Panel** and open **Add/Remove Software**.
2. Scroll through the list of programs to locate the one you intend to uninstall.
3. Click **Change/Remove**.
4. When the UninstallShield Wizard opens, follow the prompts.

Tip

Although you might not be prompted to restart your computer after removing a WFM component, it is recommended.

End of Procedure