



**GENESYS<sup>®</sup>**

**AN ALCATEL-LUCENT COMPANY**

**Installation Guide**

Informiam Proactive Business Management™  
Informiam Contact Center Advisor and Workforce Advisor v3.3.000

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**Genesys Telecommunications Laboratories, Inc.**

2001 Junipero Serra Boulevard

Daly City, CA 94014

USA

**Content**

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Installation Guide.....	1
Installation Overview.....	5
Introduction.....	5
Prerequisites.....	5
Contact Groups' Filename.....	5
Contact Group File's Header.....	5
SQL Server 2005.....	7
Creating the Metric Graphing Database with SQL Server 2005.....	7
Updating the Advisors Login for the Metric Graphing Database.....	7
Creating Linked Servers for the Platform database.....	8
Creating or Updating Objects in the Metric Graphing Database.....	13
Assigning Additional User Permissions.....	14
Installing Platform.....	15
Installing Informiam Contact Center Advisor and Workforce Advisor.....	16
XMLGen Services option.....	22
Notes for the Data Source Database Name.....	25
Workforce Advisor Web Service.....	27
Workforce IEX TotalView.....	28
Workforce Aspect eWFM Configuration.....	29
Installing and Configuring Apache.....	32
Installing XMLGen as a service.....	33
Other considerations.....	34
Formatting Alert Messages Sent by Informiam.....	34
Changing the XMLGen Database Connection after Installation.....	36
Disabling the Snapshot Window (Performance Monitor and What-If Tool).....	36
Installing Services under Windows 2008 Server.....	36
Automated Installation Options.....	37
Specifying Input Properties.....	37
Performing a Semi-silent Installation.....	37
Performing a Silent Installation.....	37
Environment Restrictions.....	38
Troubleshooting Installation Errors.....	39

## Revision History

<b>Name</b>	<b>Date</b>	<b>Reason For Changes</b>	<b>Version</b>
Diane Klim	Oct. 20, 2008	Updates based on v. 3.0.0, especially the new Platform installer.	3.0.0
Diane Klim	Nov. 26, 2008	Updates to database configuration; updated where appropriate the product names from Call Analyzer to Contact Center Advisor and from Workforce Utilization to Workforce Option.	3.0.0.1
Diane Klim	Apr. 21, 2009	Added customizing Alert Management colors.	3.1.0
Diane Klim	Aug. 16, 2009	Updated version numbers for patch	3.1.001
Ivan Yanasak	Nov. 2, 2009	Updated version numbers, made Linked Servers section platform independent	3.1.002
Ivan Yanasak	Nov.20, 2009	Updated SQL Server edition prerequisite	3.1.002
Ivan Yanasak	Nov.30,2009	Updated version numbers, removed SQL Server edition prerequisite, added LDAP notes.	3.1.004
Ivan Yanasak	Dec.11,2009	Added LDAP password change text in Other Considerations	3.1.004
Ivan Yanasak	Jan. 21, 2009	New version, changes to procedure and screenshots	3.3.000
Ivan Yanasak	Feb. 03, 2010	Added instructions to disable PerfMon/WIT	3.3.000
Ivan Yanasak	Feb. 19, 2010	Added Silent Installation option and new XMLGen email	3.3.000
Ivan Yanasak	Mar. 05, 2010	Misc fixes (mainly LDAP related)	3.3.000
Ivan Yanasak	Mar. 07, 2010	Split Platform into separate Installation Guide	3.3.000
Ivan Yanasak	Mar. 17, 2010	Misc fixes, renamed WU and WO to Workforce Advisor	3.3.000

## Installation Overview

### Introduction

The Platform installer is separate from the EA installer. To install EA you must:

1. Install Platform (including creation of the Platform database).
2. Run the EA installer.

The installation process has several distinct sections. This is to accommodate different stages of system preparation. If some or all of the infrastructure software systems are installed, various steps can be bypassed. It is important to get specific information about the location of these components from the original installer or the package manager.

There is a single zip file, *ea-distribution-`<version #>.zip`*, containing the distribution artifacts:

- **mg-new-database-`<version #>.sql`**: the sql script to create/update the Metric Graphing database
- **ea-server-installer-`<version #>.jar`**: the installer for the EA server application

### Prerequisites

The Release Notes specify the latest Informiam supported versions.

- Java JDK 1.6
- Microsoft SQL Server 2005
- Acrobat Reader
- Apache Web Server 2.2+

### Contact Groups' Filename

The prefix of the contact group's filename must remain the same before the first period in order for file updates to be accurate. For example, CPWU.20070307\_2058.dat must always begin with CPWU. The naming convention is:

`<system>.<group_id>[.<date>].*`

The date is optional and the ending can be anything (e.g., .csv .txt .ewfm).

The IEX source names and the eWFM source names must be unique.

### Contact Group File's Header

Each file must have a header exported by the WFM system, so Workforce Advisor knows which metrics are present, and their order.

In a file from **IEX TotalView** the header records are as follows:

```
#fields:date|period|TZ|custID|saGroupID|saGroupName|ssGroupID|ssGroupName|buID|buName|ctID|ctName|acdID|modify|fcstContactsReceived|fcstContactsHandled|fcstAHT|fcstSLPct|slPctObj|slTime|fcstOcc|maxOcc|fcstASA|asaObj|fcstReq|revPlanReq|commitPlanReq|schedOpen
#sort:date,period,TZ,custID,saGroupID,saGroupName,ssGroupID,ssGroupName,buID,buNa
```

me,ctID,ctName,acdID,modify,fcstContactsReceived,fcstContactsHandled,fcstAHT,fcstSLPct  
,slPctObj,slTime,fcstOcc,maxOcc,fcstASA,asaObj,fcstReq,revPlanReq,commitPlanReq,sched  
Open

The #sort record is not necessary.

For **Aspect eWFM**, the forecast and staff groups **are either in one file (undistributed) or two files (distributed)**. The header records are as follows:

**Undistributed scenario**

In the one file for both forecast and staff groups:

PRI\_INDEX,ROUTING\_SET,START\_TIME,STOP\_TIME,HOUR,MINUTE,RVOL,RAHT,  
RSL,RDELAY SEC,SGRREQ,SGRSCH

**Distributed scenario**

In a file of metrics for **forecast contact groups**:

PRI\_INDEX,ROUTING\_SET,START\_TIME,STOP\_TIME,HOUR,MINUTE,RVOL,RAHT,  
RSL,RDELAY SEC,SGRREQ,SGRSCH

In a file of metrics for **staff contact groups**:

PRI\_INDEX,ROUTING\_SET,START\_TIME,STOP\_TIME,HOUR,MINUTE,SGRSCH,SGR  
REQ,RDELAY SEC

## SQL Server 2005

### ***Creating the Metric Graphing Database with SQL Server 2005***

*Note: If due to security restrictions administrator access cannot be granted, have the customer's DBA implement the steps described in this section.*

The Metric Graphing database will be required only for installations of the CCA dashboards and XMLGen.

The Metric Graphing database is created using the same procedure as used to create the Platform database. Please refer to the corresponding section in the Advisors Platform Installation Guide, and perform the procedure as listed. Note that the suggested name for the Metric Graphing database is "informiam\_mgdb".

### ***Updating the Advisors Login for the Metric Graphing Database***

*Note: If due to security restrictions administrator/security administrator access cannot be granted, have the customer's DBA implement the steps described in this section.*

If the Metric Graphing database was created, the Advisors login account (created as part of Platform installation) will need to be granted access to it.

Please consult the Advisors Platform Installation Guide, and perform Step 4 of the "Creating a Login to be Used by the Advisors" section.

## Creating Linked Servers for the Platform database

**Note:** If due to security restrictions administrator/security administrator access cannot be granted, have the customer's DBA implement the steps in this section.

The creation of linked servers is required when your Cisco or Genesys contact center platform datasources reside on SQL Server instances other than the instance used for the CCA/WO installation. For Cisco, this datasource will be the ICM ("Intelligent Contact Management") server. For Genesys, this datasource will be the server that contains or will contain the CCA/WO Metrics database created during installation of the Genesys Adapter. (See the Genesys Adapter installation document for further details on the Genesys Metrics Database.)

**Note:** Before proceeding with this section have a DBA for your datasources create a login and password for this application in all datasources that must be accessed.

1. In the Microsoft SQL Server Management Studio object explorer click Server Objects (Figure 1).

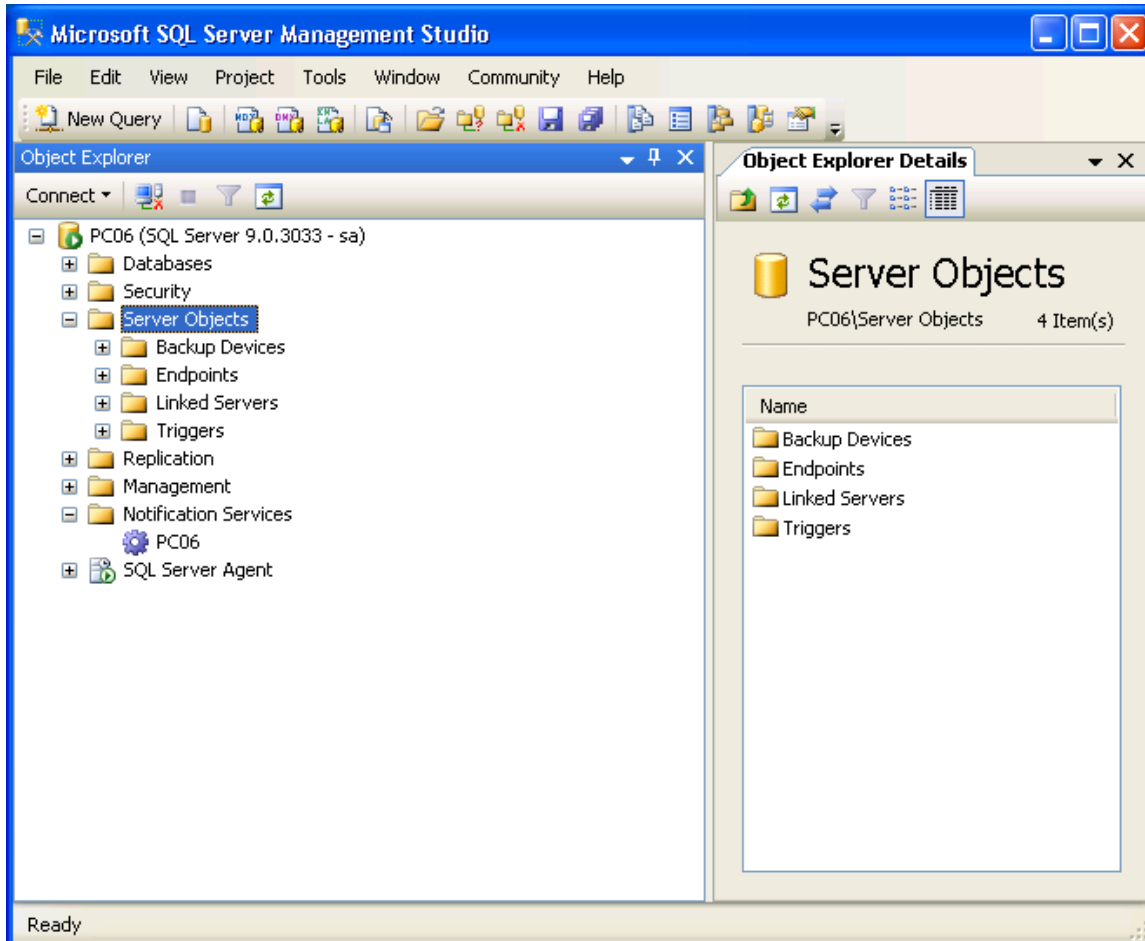


Figure 1: Server Objects

1. Right click on Linked Servers and choose New Linked Server...
2. Open the General screen (Figure 2)



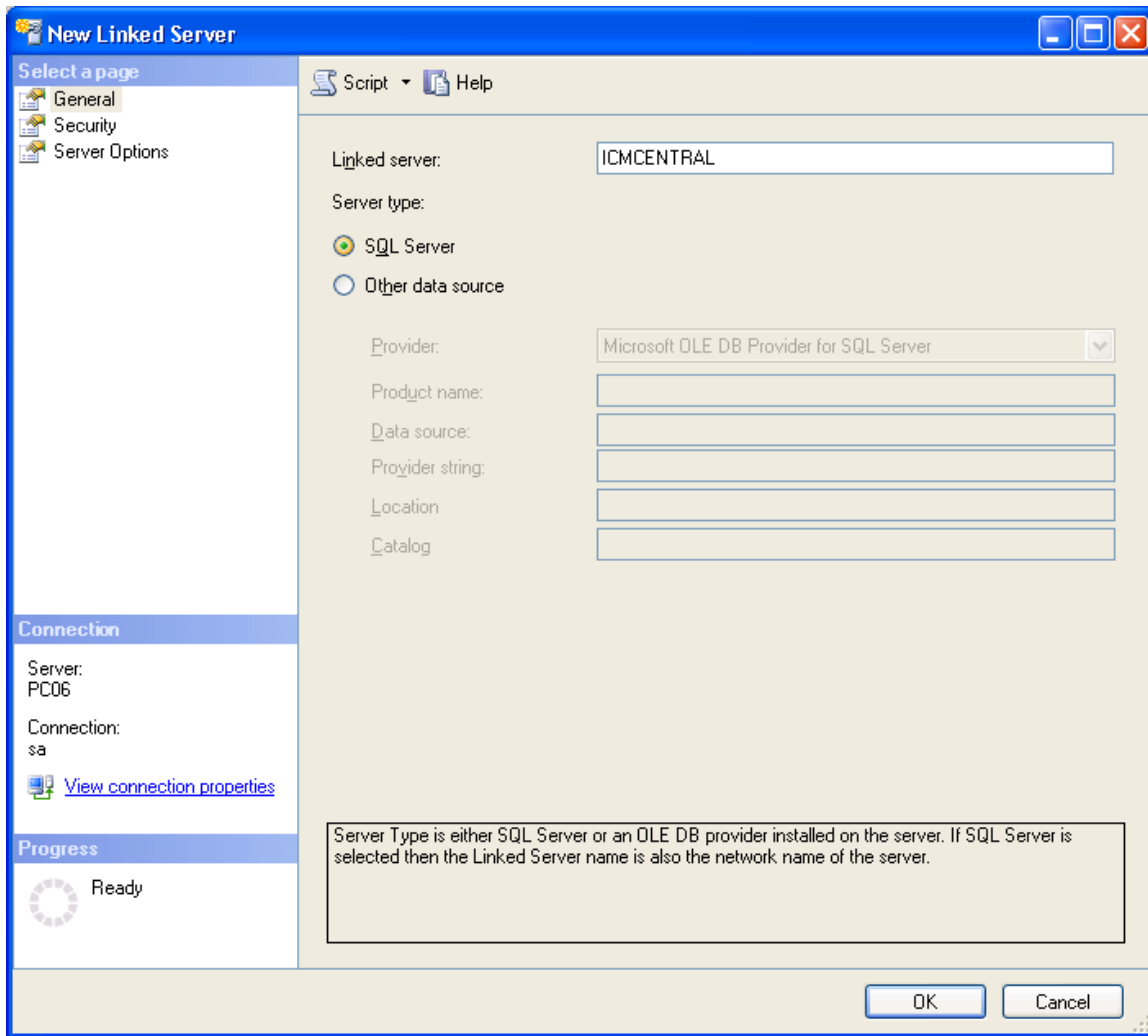


Figure 2: New Linked Server – General Screen

3. Provide values for the following parameters:
  - a) For the Server type, select the SQL Server radio button.
  - b) Specify the name of the datasource SQL Server instance to be accessed.
4. Open the Security screen (Figure 3).

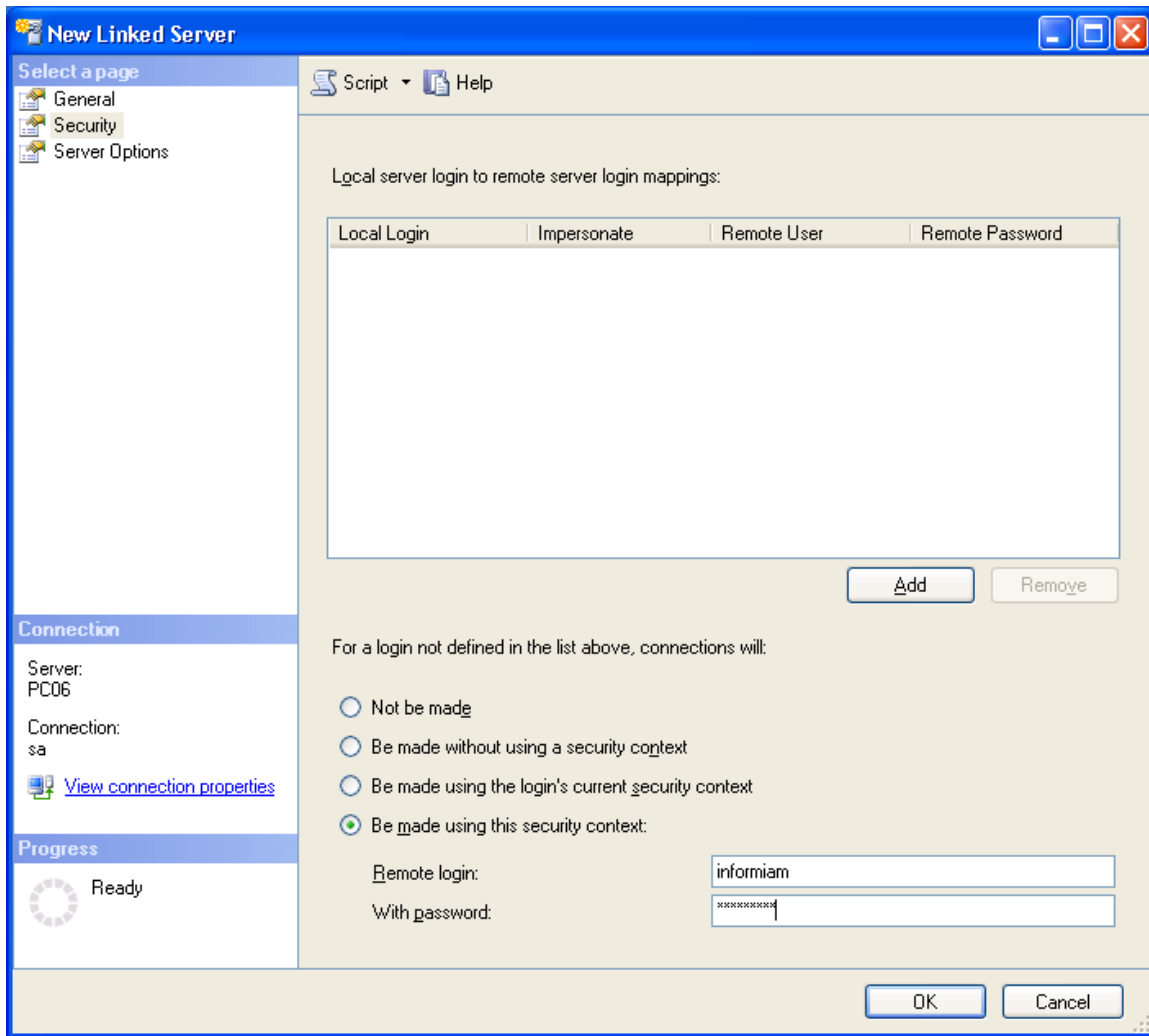


Figure 3: New Linked Server – Security Screen

5. Provide values for the following security parameters:
  - a) Select the “Be made using this security context” radio button
  - b) Specify the remote login and password created by the datasource administrator for access from Contact Center Advisor to the datasource AWDB (in this example, informiam/<password>).
6. Open the Server Options screen (Figure 4).

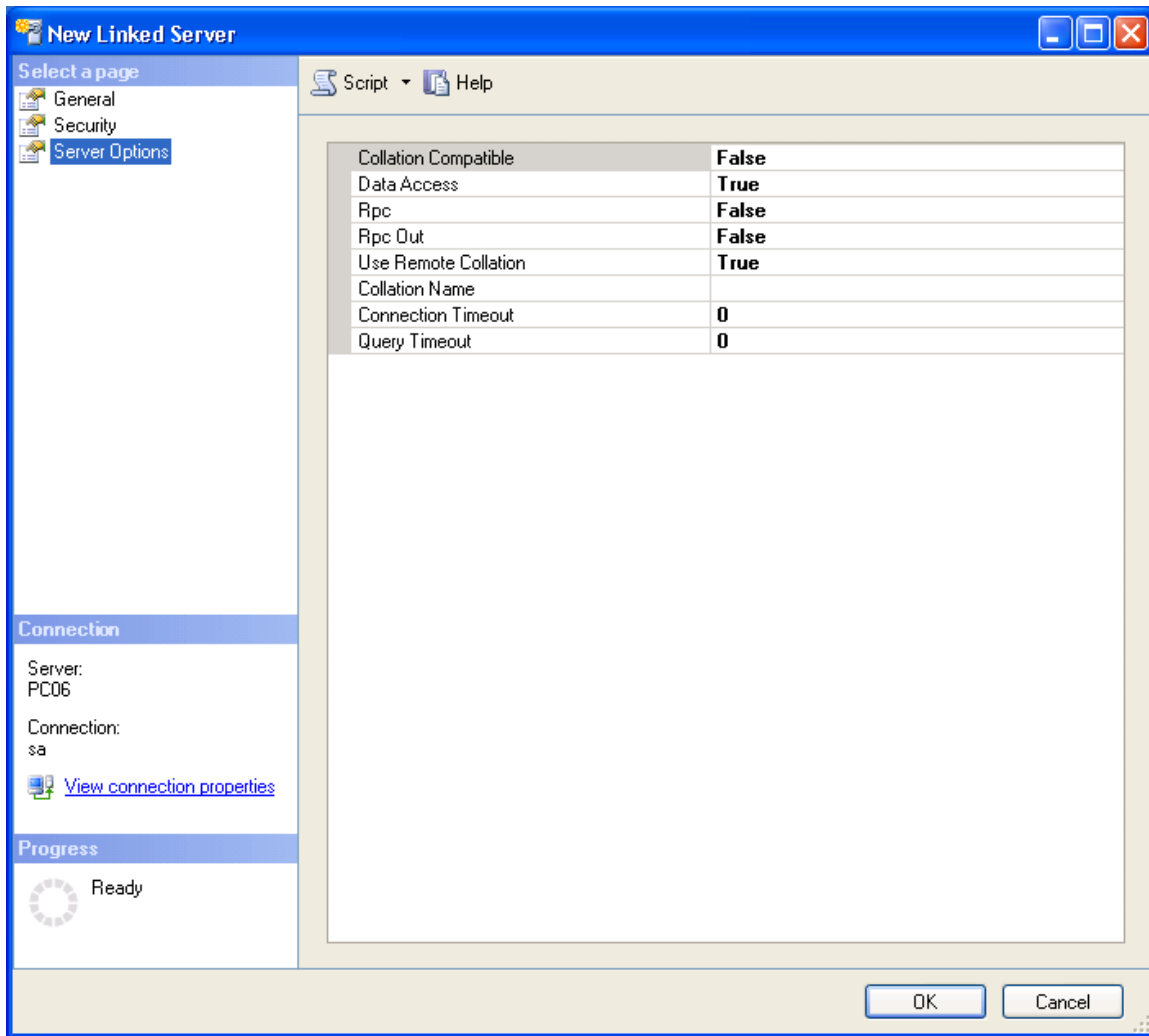


Figure 4: New Linked Server – Server Options

7. Provide values for the following Server Options:
  - a) Select the Data Access check box and User Remote Collation check box.
8. Click OK.

To test the linked server connectivity run some select SQL statements from the Microsoft SQL Server Management Studio:

*Note: this test can only be performed for Genesys contact center installations if the datasource's Genesys Adapter instance has already been installed (which creates the corresponding Metrics Database).*

9. Click File, Connect to the Database engine as the user created for Contact Center Advisor (callcenter01 in this example). Click Connect (Figure 5).

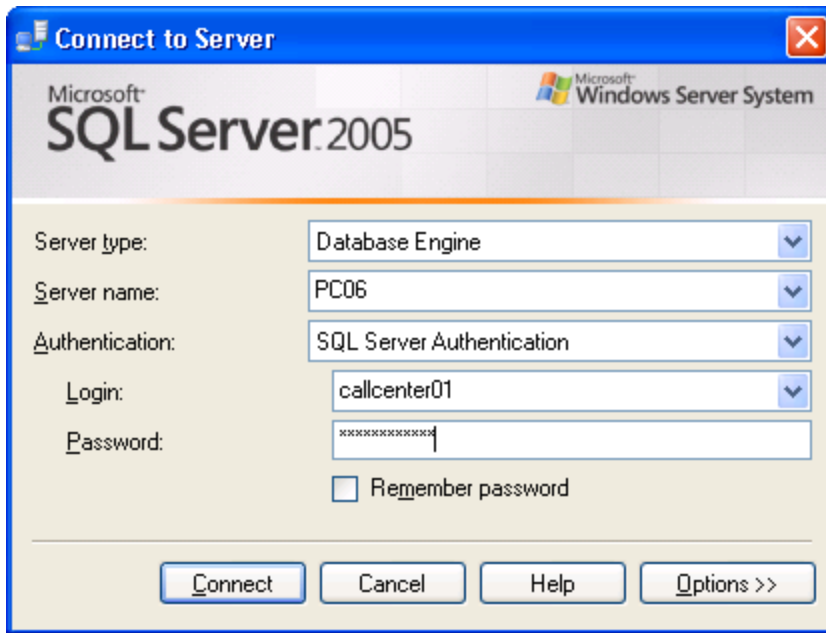


Figure 5: Connecting to Database Engine

10. Click New Query (Figure 6).

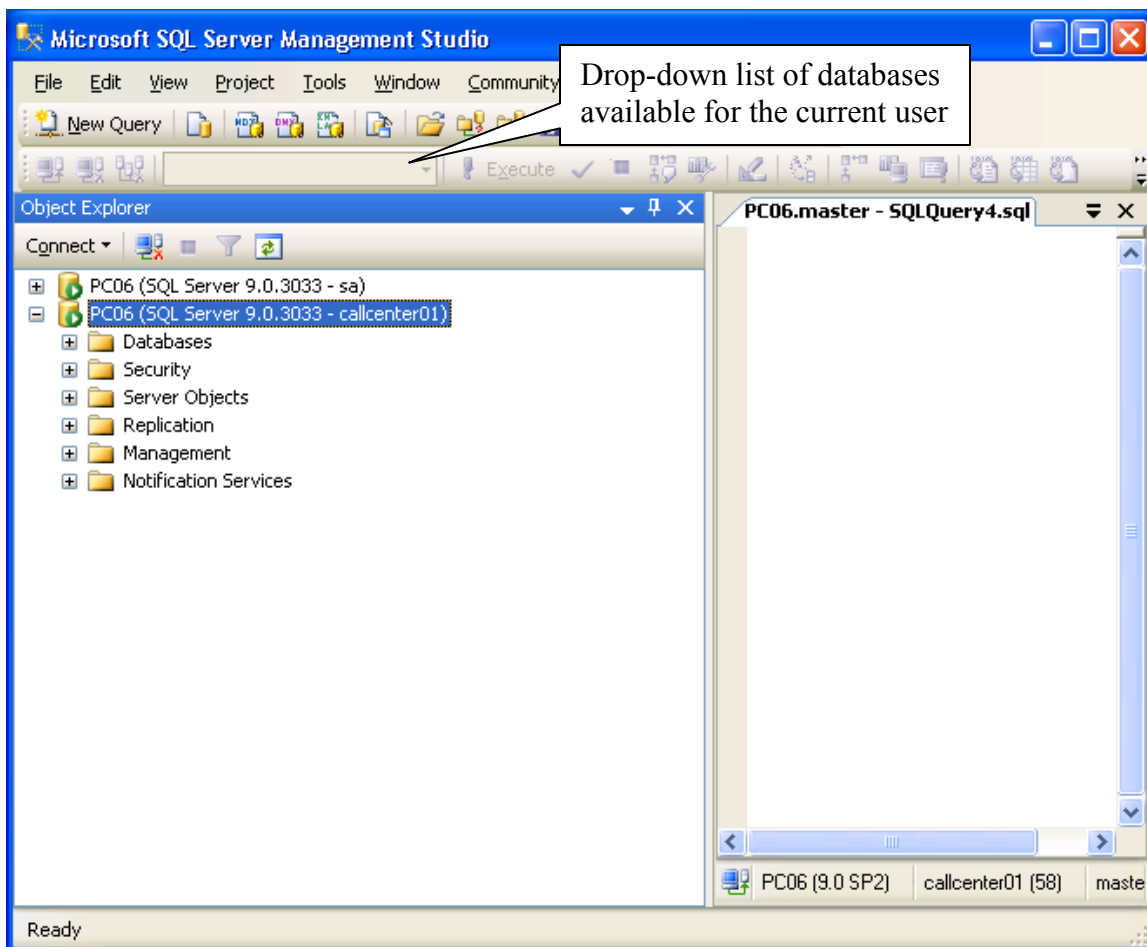


Figure 6: Microsoft SQL Management Studio - New Query

11. Type a query using the following notation:

- a) Select <...> from <Linked Server Name>.<Remote Database Name>.<Remote Database Owner>.<Remote Table Name>  
or
- b) Select <...> from openquery( <Linked Server Name>, 'select <...> from >.<Remote Database Name>.<Remote Database Owner>.<Remote Table Name> [with (<locking hint>)]

**Examples:**

Cisco:

```
Select top 1 * from ICM_AWDB1.company_awdb.dbo.Call_Type  
OR  
Select * from OpenQuery([ICM_AWDB1], 'select top 1 * from  
company_awdb.dbo.Call_Type (nolock)')
```

Genesys:

```
Select top 1 * from ICM_AWDB1.informiam_gametrics.dbo.Call_Type  
OR  
Select * from OpenQuery([ICM_AWDB1], 'select top 1 * from  
informiam_gametrics.dbo.Call_Type (nolock)')
```

14. For each datasource, repeat all the steps described in this section.

**Creating or Updating Objects in the Metric Graphing Database**

*Note: If due to security restrictions administrator/security administrator access cannot be granted, have the customer's DBA implement the steps described in this section.*

If the Metric Graphing database was created, or needs to be updated, it now needs to be populated with objects at the appropriate level.

Please consult the Advisors Platform Installation Guide, and perform the steps in the “Creating or Updating Objects in the Database” section. **For the Metric Graphing database, please use script *mg-new-database-<version #>.sql*.**

**Mandatory: After the entire installation is finished, please remove the SQL Server installation scripts from the environment.**

### ***Assigning Additional User Permissions***

Assigning additional user permissions is applicable if the Advisors user account was assigned to db\_datareader, db\_datawriter and db\_ddladmin roles but was not assigned to the db\_owner role.

A non-db\_owner Advisor user must be granted execute permissions to execute all stored procedures that exist in the database.

You can use the SQL Server interface to assign the permissions manually, or alternately can run a series of grant permissions scripts and execute them against the newly created database.

The following statement when executed against each database will generate a set of grant permission statements. Running as the administrator, copy the result, paste it into the query window, and execute.

```
select 'grant execute on '+  
routine_catalog+'.'+routine_schema+'.'+routine_name+'  
to <database user>' from INFORMATION_SCHEMA.ROUTINES  
where ROUTINE_TYPE='PROCEDURE'
```

where “<database user>” is the Advisors user created during Platform database installation (e.g. “callcenter01”).

## Installing Platform

At this time, please install the Platform server instance(s) to be used with Contact Center Advisor / Workforce Advisor. Details can be found in the Advisors Platform Installation Guide.

**Note that on each physical server on which you install the following:**

- **Alert Management Administration,**
- **Dashboards,**
- **Workforce Advisor Web Service, and**
- **XMLGen**

**a Platform server instance must be installed.** When installing multiple modules on the same machine, the underlying Platform components, such as Geronimo, only need to be installed once.

**Note:** The installer will not upgrade an existing installation. The old installation must be completely removed by deleting its installation directory.

Before you do this, you may want to uninstall the Windows services for the Informiam Contact Center Advisor XMLGen Application and the Informiam Enterprise Advisor Server (installed as part of Platform).

You must do this if you are going to re-install Enterprise Advisor in a different directory than the one in which it is currently installed. This is because uninstalling the Windows services *requires files that are in the installation directories you are going to delete. Once you delete them you cannot uninstall the Windows services.*

To uninstall XMLGen:

1. Stop the Windows services for Informiam's components.
2. Change the directory to Enterprise Advisor's XMLGen installation.
3. Run the command: *uninstallXmlgen.*

## Installing Informiam Contact Center Advisor and Workforce Advisor

Please note that a silent install option is also available, which can be used instead of the installer UI. Please consult the Silent Installation Option section under Other Considerations for further information.

1. From the Informiam software CD, launch the installer: ea-server-installer-<version #>.jar. The Welcome screen displays (Figure 7)



*Figure 7: Welcome*

2. Click Next.  
The Module to Install screen displays (Figure 8).



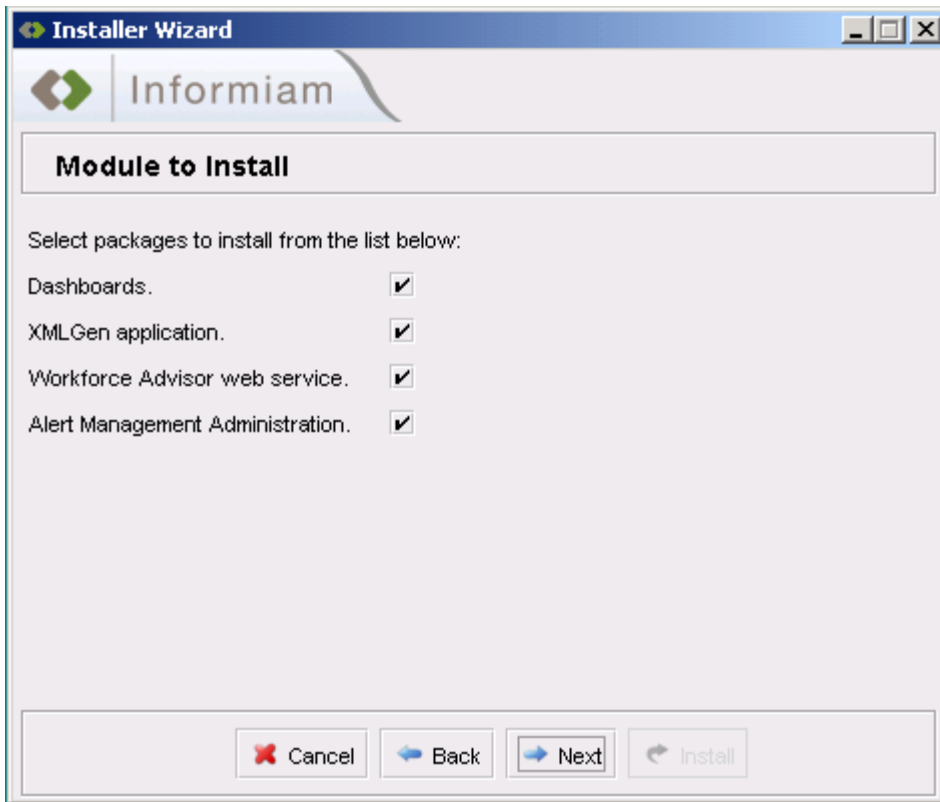


Figure 8: Module to Install screen

3. Please select the desired module set(s). (Note that each module set can be installed on a different machine. Please note the Platform server installation requirements detailed in the previous “Installing Platform” section.)

The module sets include:

- **Dashboards:** Contact Center Advisor dashboard, and Workforce Advisor dashboard (which is disabled for the user until the Workforce Advisor module is installed)
- **XMLGen application**
- **Workforce Advisor Web service:** Workforce Advisor Web service only (not the dashboard)
- **Alert Management Administration**

(Note: portions of the subsequent installation will be required depending upon the module(s) selected. The resulting installation flow will be detailed as part of Step 7 below.)

4. Click Next.  
The Destination Directory screen displays (Figure 9).

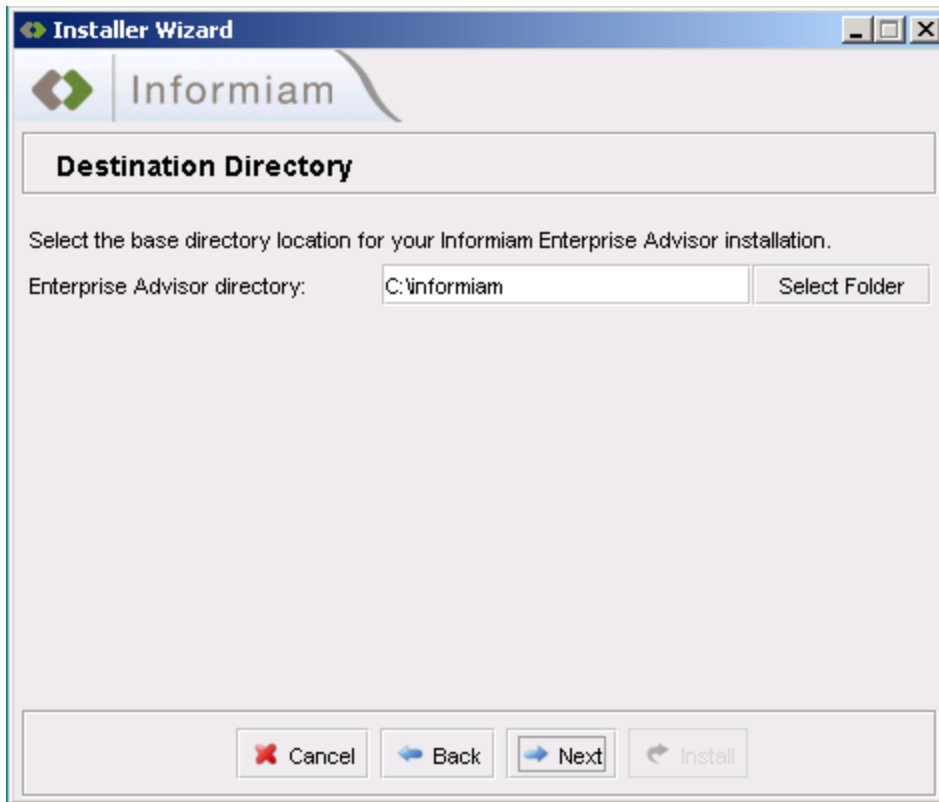


Figure 9: Destination Directory screen

5. Enter or select the base installation directory.
6. Click Next.  
The Platform Database screen displays (Figure 10).

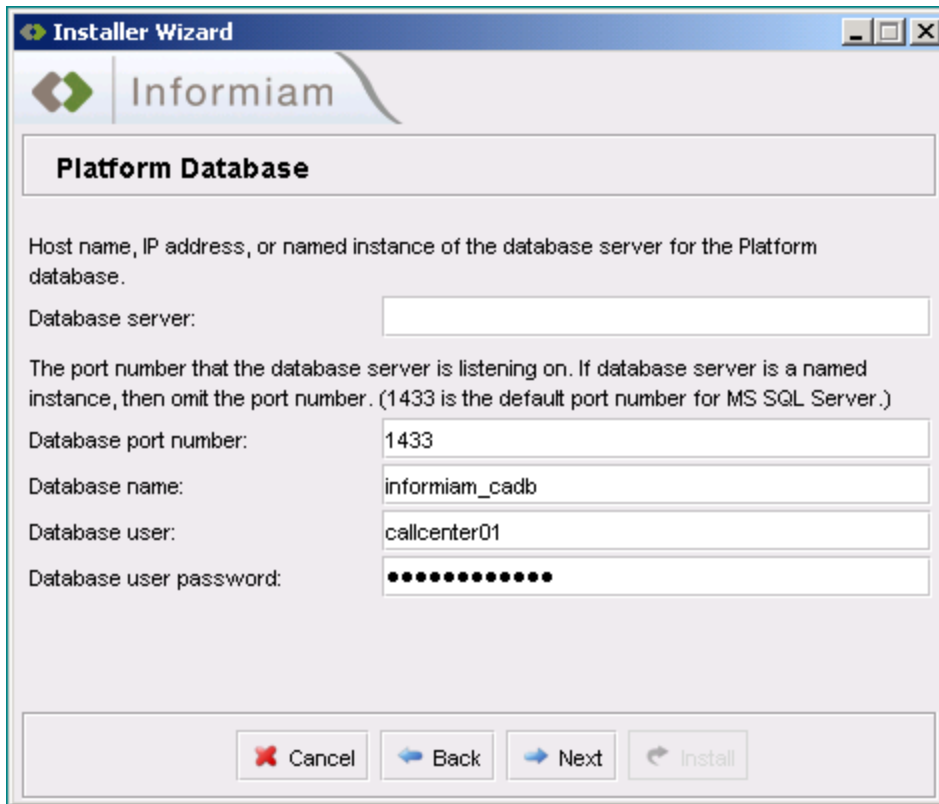


Figure 10: Platform Database screen

7. Enter the values specified when the Platform database was installed.

From this point, the screens displayed will depend upon which modules are being installed.

Additional settings required:

- **Dashboards**
  - Metric Graphing Database settings, installation completed after Steps 8 – 10.
- **XMLGen application**
  - Continue installation starting with Metric Graphing settings, Step 8.
- **Workforce Advisor Web Service**
  - Continue with Workforce Advisor Web Service on page 27.
- **Alert Management Administration:** No additional configuration is required.

8. Click Next.

The Metric Graphing screen displays (Figure 11).

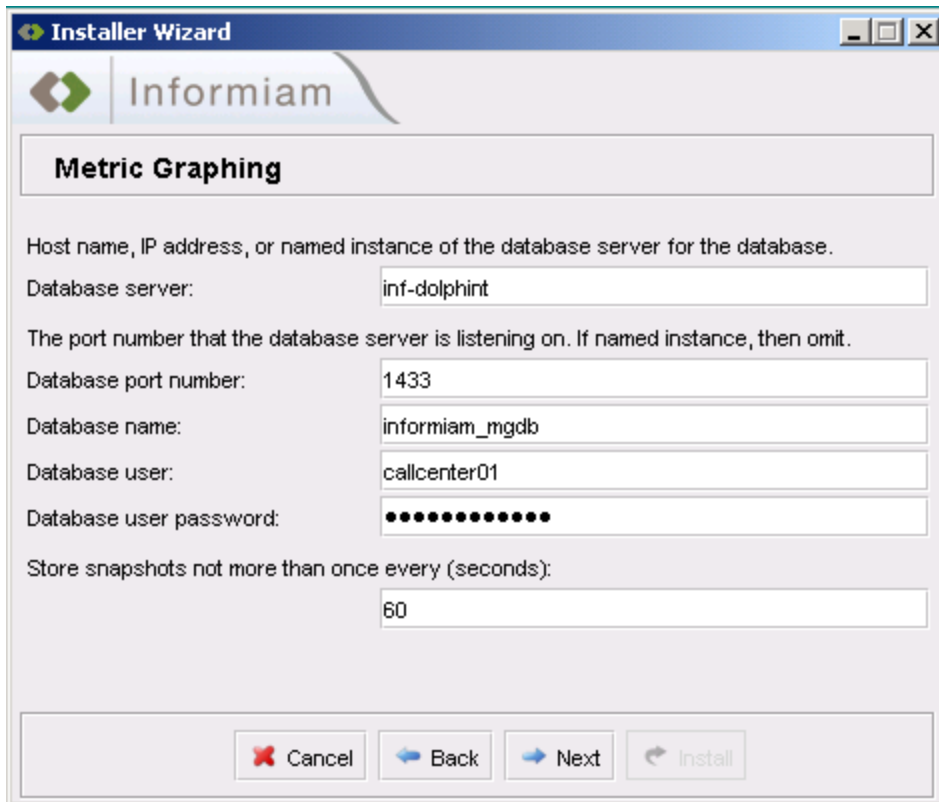


Figure 11: Metric Graphing screen

9. Provide the same database configuration as used when the Metric Graphing database was created.

Note: the “store snapshots” time period property will only be displayed if the XMLGen application module is being installed.

10. Click Next.

The Java Development Kit screen displays (Figure 12).

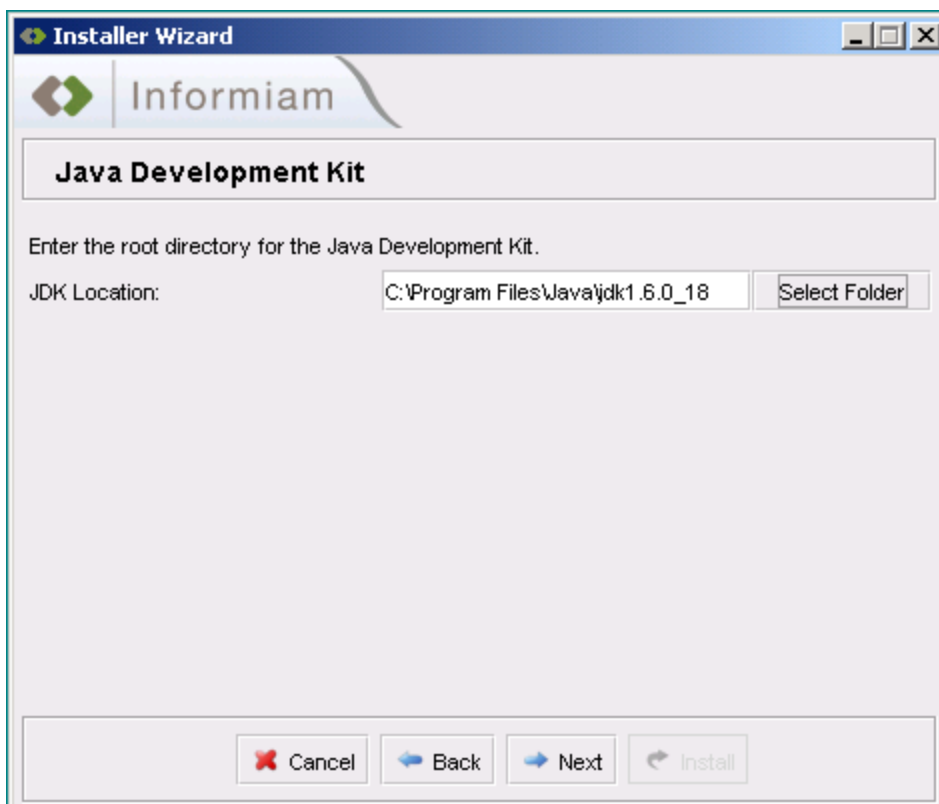


Figure 12: Java Development Kit screen

11. Enter or select the JDK folder location for the Java Development Kit.
12. Click Next.

### **XMLGen Services option**

If you are upgrading from a previous version of Contact Center Advisor, then you may need to uninstall the Windows service for XMLGen.

1. Stop the Windows service *XMLGen*.
2. Close the Services window.
3. Open a command prompt window.
4. Change the directory to XMLGen installation for the previous version of Contact Center Advisor.
5. Run the command: *uninstallXmlgen*

If the XMLGen option is selected on the Module to Install, the XMLGen Page 1 screen displays (Figure 13).

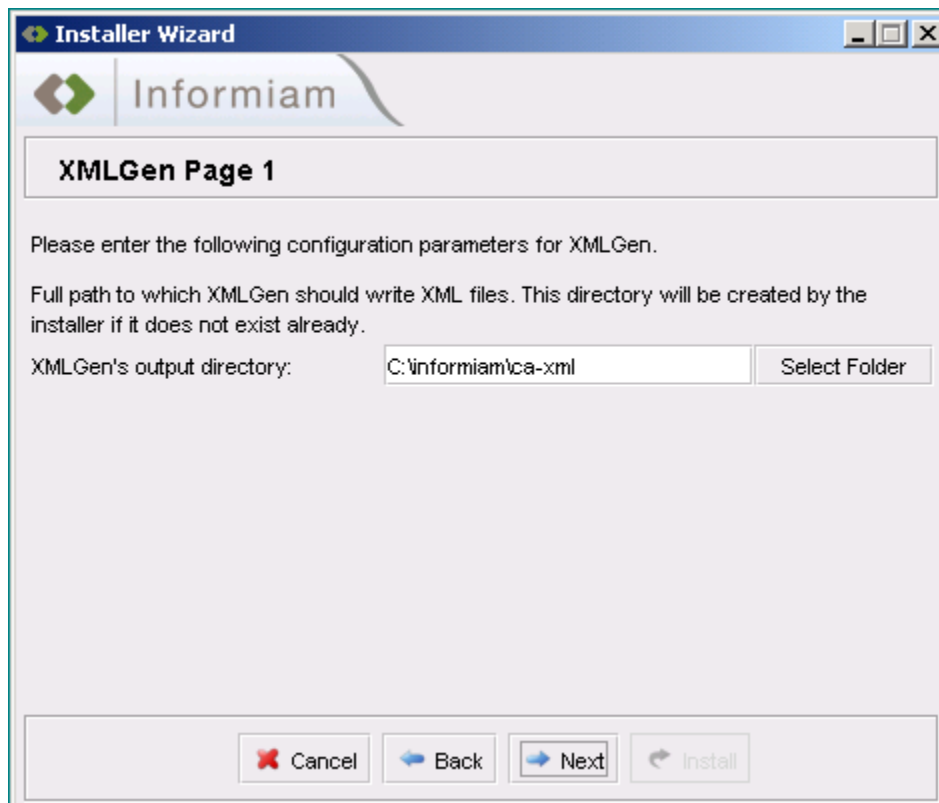


Figure 13: XMLGen Page 1 screen

1. Fill in the details on XMLGen Page 1: XMLGen's output directory.
2. Click Next.  
The XMLGen Page 2 screen displays (Figure 14).

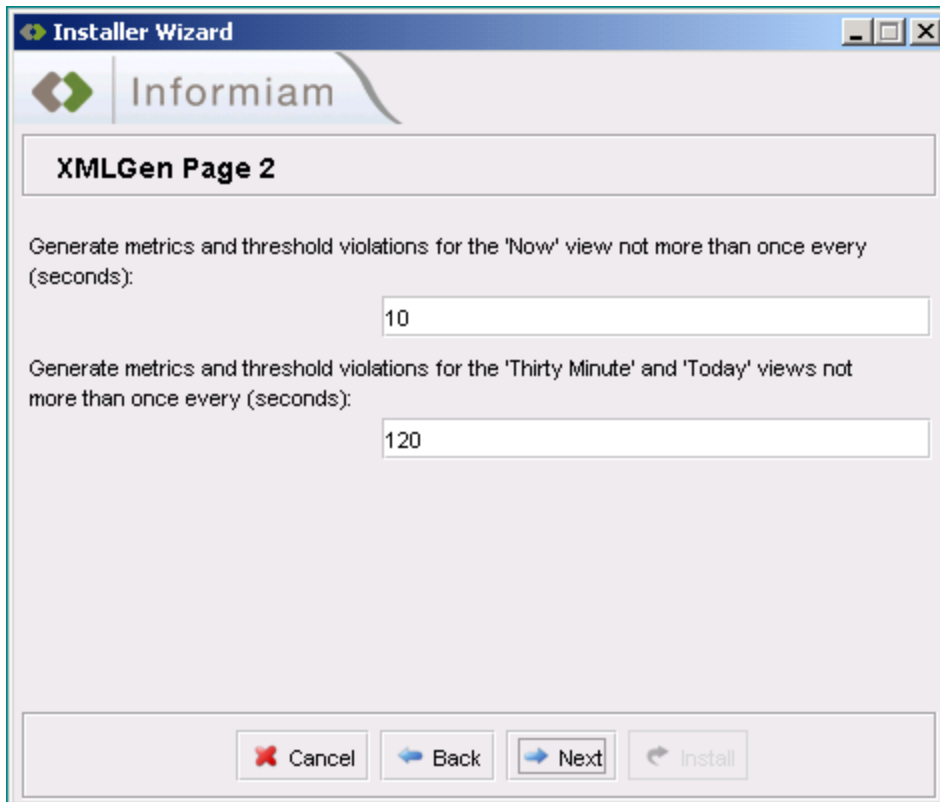


Figure 14: XMLGen Page 2 screen

3. Type the number of seconds for the Now processing schedule.
4. Type the number of seconds for the 30-minute and Today processing schedules.
5. Click Next.  
The XMLGen Page 3 screen displays (Figure 15).

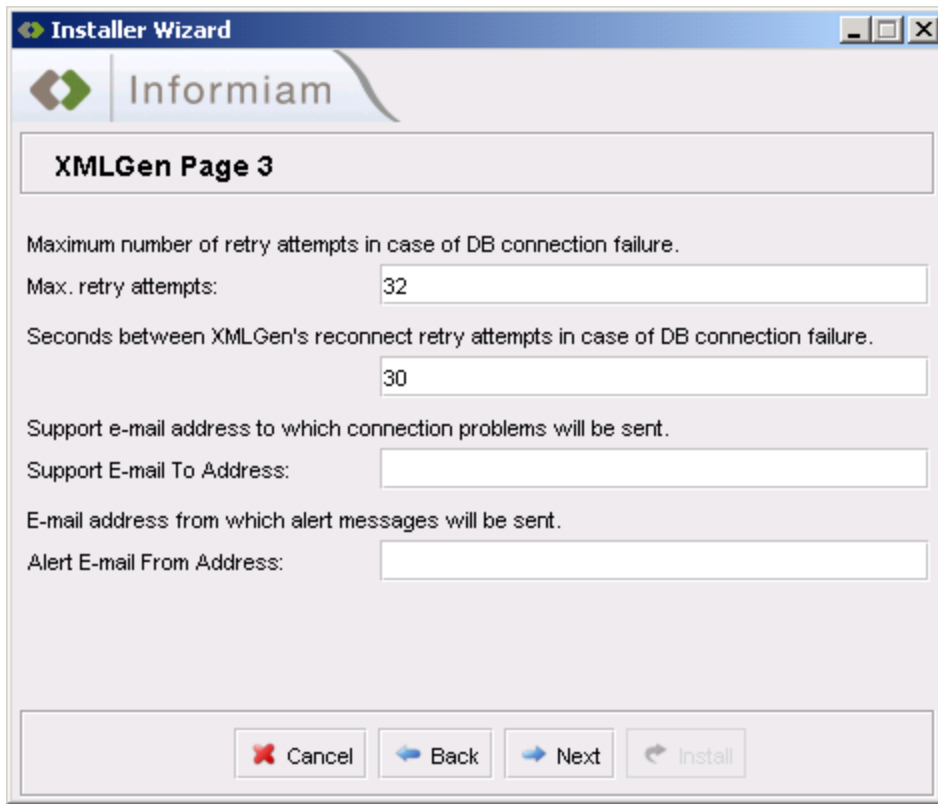


Figure 15: XMLGen Page 3 screen

6. Type the maximum number of retry attempts for the database connection failure.
7. Type the number of seconds between Informiam Contact Center Advisor XMLGen's reconnection attempts in the case of the database connection failure.
8. Type the e-mail address for support.
9. Type the e-mail address that will be used as the "From" address for all generated alert e-mail messages.
10. Click Next.  
The first Data Source screen displays (Figure 16).



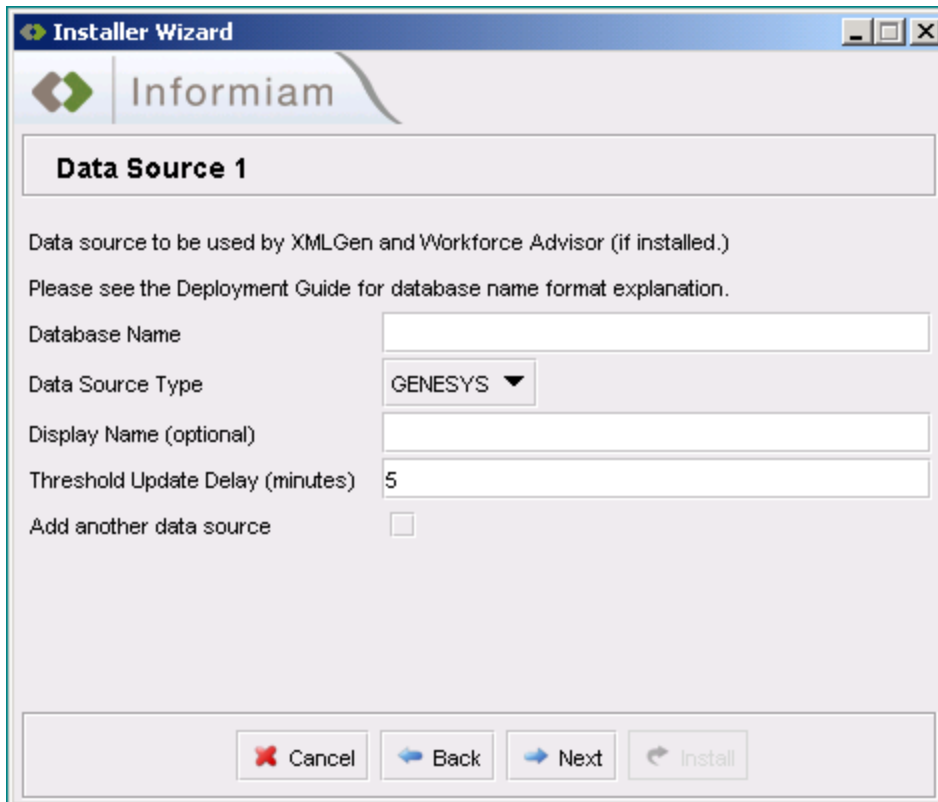


Figure 16: Data Source screen

11. For each data source to be used by Contact Center Advisor XMLGen and Workforce Advisor, enter the database name, source type, (optionally) the data source display name, and the threshold update delay in minutes. (Note: if any data source is already configured in the Platform database, do not enter it here.)

#### Notes for the Data Source Database Name

- The data source database name must include the Linked Server name if the database is present on a different MSSQL Server instance from that on which the Platform database is installed.
- For Cisco data sources
  - the linked server must point to the MSSQL Server that hosts the CISCO central ICM/IPCC database
  - the database specified must be an AWDB database

#### Example Data Source Names

- Example database name setting for a Genesys data source (if located on the same MSSQL Server as the Platform database):

*informiam\_gametrics*

- Example database name setting for a Cisco data source (using linked server "ICMCENTRAL" and AWDB named "name\_awdb"):

*ICMCENTRAL.name\_awdb*

- Example database name setting for a Genesys data source where the linked server name contains special characters (entire name enclosed in "[ ]"):

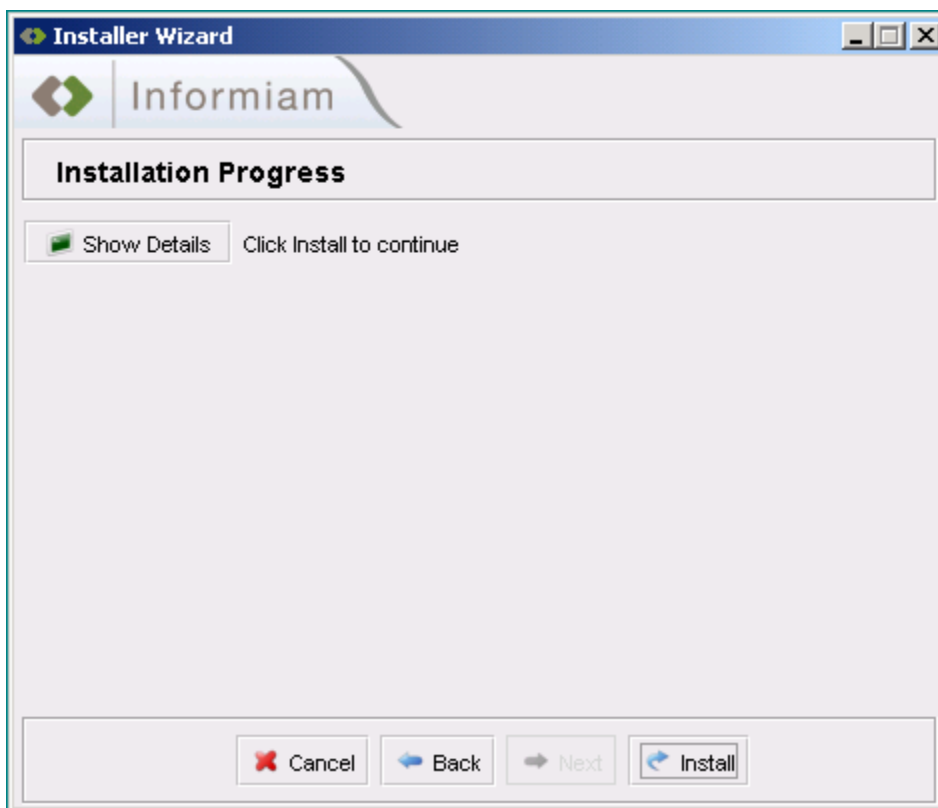
*[DS00001Primary-345].informiam\_gametrics*

12. If you have additional data sources to add, select the “Add another data source” checkbox.

13. Click Next.

If the “Add another data source” checkbox was checked, repeat Steps 11 and 12 for up to five total data sources.

Otherwise, the Installation Progress screen displays (Figure 17).



*Figure 17: Installation Progress screen*

14. Click Install.

If errors are reported, click the Show Details button. The output will display on the Output tab, and any errors will display in the Errors tab. Please consult the “Troubleshooting Installation Errors” section for further information.

15. If no errors display, dismiss the Finished popup. If errors display, diagnose them in the Errors tab. Delete the directory and, after diagnosis, re-install.

## Workforce Advisor Web Service

If the Workforce Advisor Web service option is selected on the Module to Install screen and you have installed the Platform, the Workforce Advisor screen displays (Figure 18).

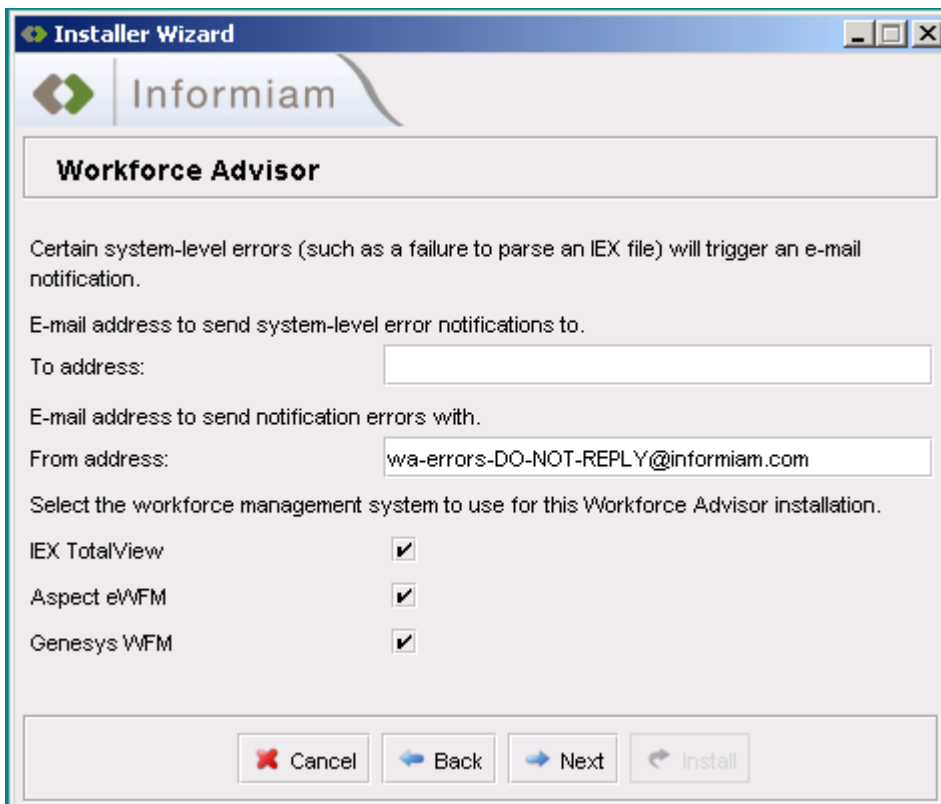


Figure 18: Workforce Advisor screen

1. Enter the Workforce Advisor configurations: the three e-mail configurations and the source of the workforce management data.
2. Click Next.
  - If IEX TotalView is selected, the Workforce IEX TotalView screen displays (Figure 19). Continue at Step 3.
  - If IEX TotalView is not selected, the Workforce Aspect eWFM screen displays (Figure 20): continue at Step 5.

## Workforce IEX TotalView

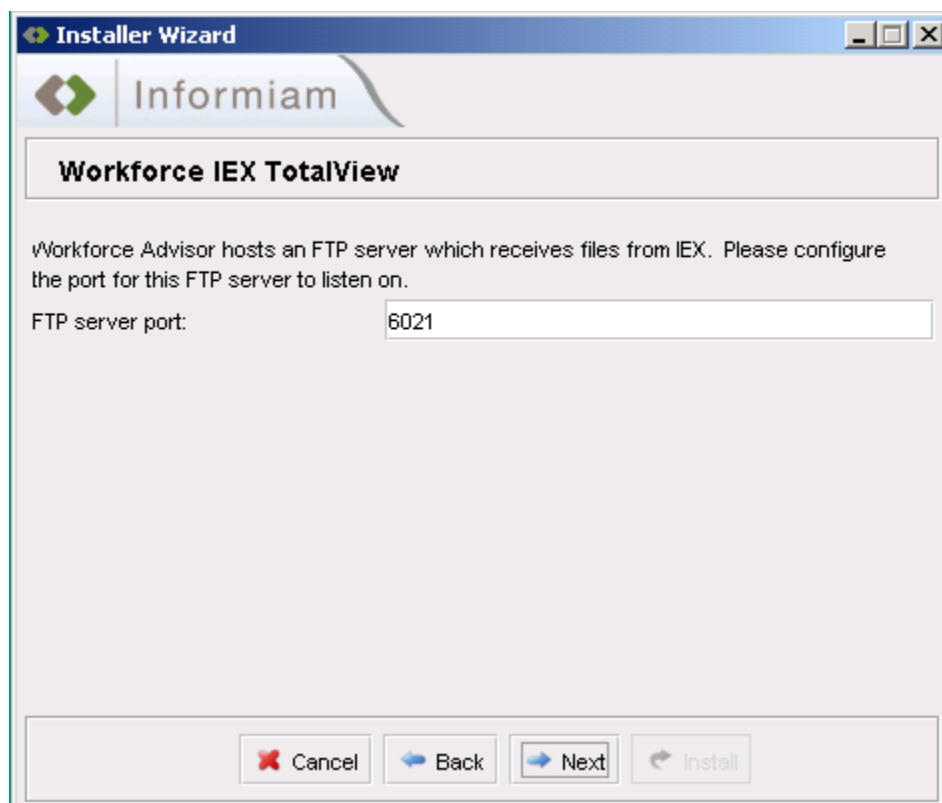
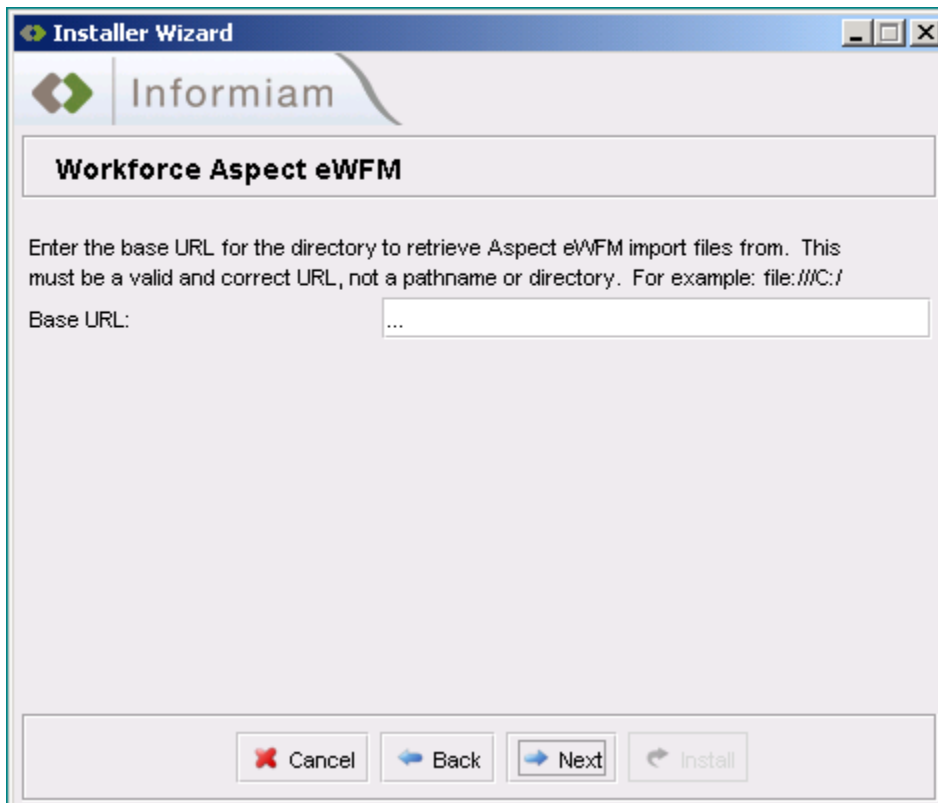


Figure 19: Workforce IEX TotalView screen

3. Enter the FTP server port.
4. Click Next.  
The Workforce Aspect eWFM screen displays (Figure 20).

*Workforce Aspect eWFM Configuration*



*Figure 20: Workforce Aspect eWFM screen*

5. Type the Aspect eWFM URL: Base Retrieval URL.  
The Base Retrieval URL should be file:/// followed by the location of the eWFM files.
6. Click Next.  
If Genesys WFM is selected, the Workforce Genesys WFM screen displays (Figure 21).  
If not, the Installation Progress screen displays (Figure 22); go to Step 9.

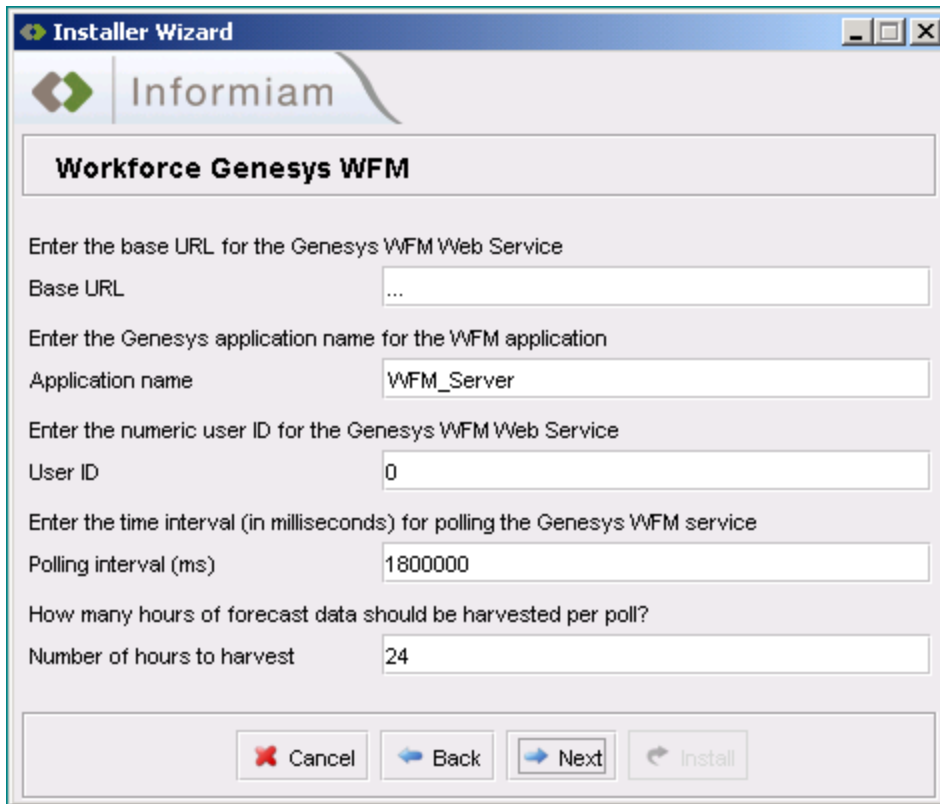


Figure 21: Workforce Genesys WFM

7. Type the Genesys WFM parameters including the Web service base URL, application name, user ID, polling interval, and the number of hours to harvest.
8. Click Next.  
The Installation Progress screen displays (Figure 22).

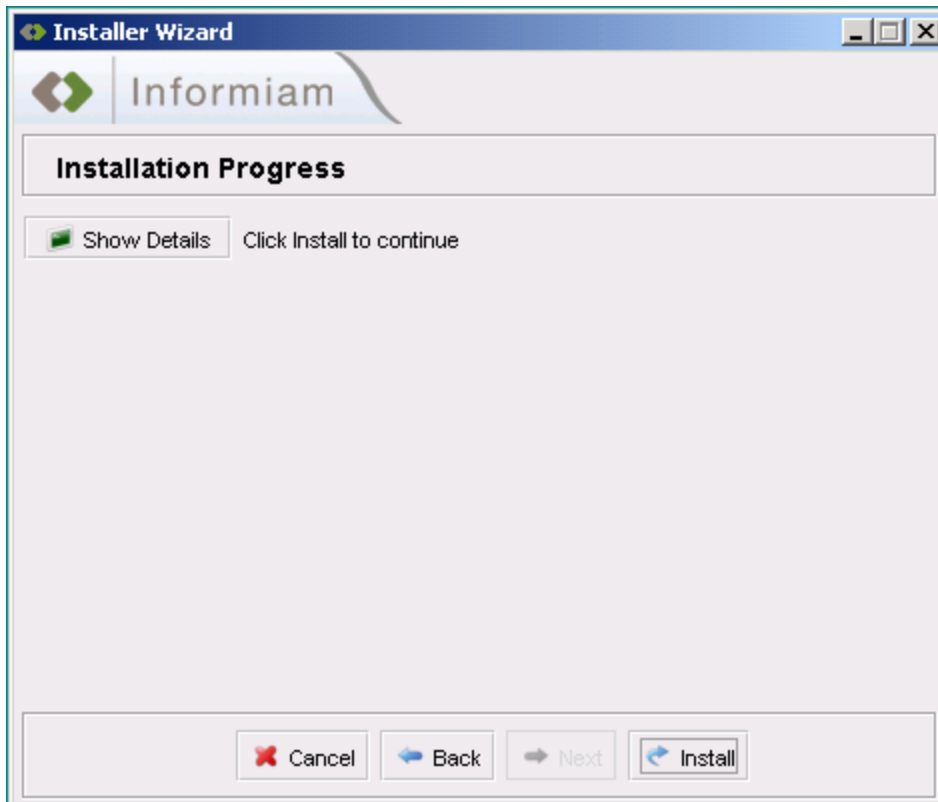


Figure 22: Installation Progress screen

9. Click Install.  
If errors are reported, click the Show Details button. The output will display on the Output tab, and any errors will display in the Errors tab. Please consult the “Troubleshooting Installation Errors” section for further information.
10. If no errors display, dismiss the Finished popup. If errors display, diagnose them in the Errors tab. Delete the directory and, after diagnosis, re-install.

## Installing and Configuring Apache

Install an instance of Apache Web Server 2.2+ onto the same box where the CA application server and XMLGen have been installed. This instance of Apache Web Server will be used to serve XML content produced by XMLGen.

1. Locate the following entry in the `httpd.conf` and add a `#` to comment out `Deny from all`, and add `Allow from all`:

```
<Directory />
    Options FollowSymLinks
    AllowOverride None
    Order deny,allow
    #Deny from all
    Allow from all
    Satisfy all
</Directory>
```

2. Locate the following entry near line 133 and add a `#` to comment it out:

```
#ServerAdmin
```

3. Locate the following line and remove the `#` from the beginning of the line:

```
#LoadModule headers_module modules/mod_headers.so
```

so that this line appears like this:

```
LoadModule headers_module modules/mod_headers.so
```

4. Add the following lines to the bottom of the file:

```
Header add "Cache-control" "no-cache"
Header add "Pragma" "no-cache"
Header add "Expires" "Thu, 01 Jan 1970 00:00:00 GMT"
```

5. Point the Apache Web Server to the "XMLGen's output directory" provided in Section 'XMLGen Services Option' above. Add the following line to the end of `httpd.conf` file:

```
Alias /ca-xml/ "D:/Program Files/informiam/ca-xml/"
```

**Note:** The directory `D:/Program Files/informiam/ca-xml/` is an example. This directory must be exactly the same as provided during XMLGen installation.



## Installing XMLGen as a service

**Note:** if XMLGen must write to a drive accessible over the network then:

1. Express the path to the directory using the Uniform Naming Convention, which includes the host name and the name of the shared drive. For example,

```
//host_name/shared_drive_name/root_directory_name/directory_1_name/directory_2_name
```

You can use forward slashes in the name even on Windows' systems. If you use back slashes you need to escape them:

```
\\\\host_name\\shared_drive_name\\root_directory_name\\directory_1_name\\directory_2_name
```

2. Run the Windows service as a user who has these permissions:
  - a) Permission "Log In as a Service". Services are installed to be run under the Windows local system account. This account is restricted from network I/O by Windows design.
  - b) Permission to write to the directory on the network.

To install the XMLGen application as an NT service:

1. Open a command prompt window.
2. Change the directory to your XMLGen installation subdirectory (e.g. "informiam\xmlgen").
3. Run the command: *installXmlgen*.

Note: If you need to remove the XMLGen application as an NT service:

1. Open a command prompt window.
2. Change the directory to XMLGen installation.
3. Run the command: *uninstallXmlgen*.

## Other considerations

### **Formatting Alert Messages Sent by Informiam**

You can format the messages for threshold violation alerts and alerts about offline peripherals for Informiam Contact Center Advisor, as well as threshold violation alerts for Informiam Workforce Advisor. You may want to shorten the text to accommodate the smaller screens of pagers.

The template files for message bodies are available after either XMLGen or Informiam Workforce Advisor is installed.

**Note:**

If you format the Informiam Contact Center Advisor alert messages after installing Informiam Contact Center Advisor, you must restart XMLGen.

If you format the Informiam Workforce Advisor alert messages after installing Informiam Workforce Advisor, you must restart Geronimo.

The list of properties you could add with descriptive text includes:

<b>Description</b>	<b>Property</b>
A comma-separated list of distribution lists to which an e-mail about an alert was sent.	`\${distribution.list.names}`
The name of the application group related to an element that caused the alert. There may not be one.	`\${application.group.name}`
Alert types: Business, or Technical.	`\${alert.type}`
The name of one call center, possibly the only call center, associated with the alert.	`\${call.center.name}`
A list of comma-separated names of all call centers associated with the alert.	`\${call.center.name.list}`
The subject including an application in Contact Center Advisor, a contact group in Workforce Advisor, a peripheral, and a load balance rule in Contact Center Advisor.	`\${alert.element.name}`
A metric's value.	`\${alert.value}`
The display name of the metric whose threshold violation caused the alert. There may not be one.	`\${alert.metric.name}`
The value entered on the System Configuration page, called "Threshold Trigger Delay Rate (minutes)" in that page. This may not be appropriate for some of these alerts. For example, a technical alert about a PG being offline is reported as soon as it is detected, not after a delay.	`\${alert.delay.minutes}`
The alert's start date and time.	`\${alert.start.time}`
How long the alert is/was active.	`\${alert.duration.minutes}`
The alert's status: "active" or "expired".	`\${alert.active.status}`
The name of the geographic region related to the element that caused the alert. There may not be one.	`\${geographic.region.name}`
The name of the reporting region related to the element that caused the alert. There may not be one.	`\${reporting.region.name}`
Name of the operating unit related to the element that caused the alert. There may not be one.	`\${operating.unit.name}`

To format alert messages, change any of the text in the template except the text between the brackets “{}”.

**Informiam Contact Center Advisor message for an alert concerning a threshold violation**

located in c:\informiam\conf\templates\AlertThresholdViolation\_EmailTemplate.txt

Informiam Contact Center Advisor has detected the violation of a business alert to which you are subscribed. You are receiving this alert because the threshold below has remained outside the acceptable range for longer than the defined time period of \${alert.delay.minutes} minutes.

This alert affects the Geographic Region \${geographic.region.name}, Reporting Region \${reporting.region.name}, Operating Unit \${operating.unit.name}, and the Call Center: \${call.center.name.list}.

It involves the application \${alert.element.name} in the Application Group \${application.group.name}.

Metric violated was: \${alert.metric.name}.  
Current metric value: \${alert.value}.  
Threshold violation was first detected at: \${alert.start.time}.  
The alert has been active for: \${alert.duration.minutes} minutes.  
The alert's status is: \${alert.active.status}.

**Informiam Contact Center Advisor message for an alert concerning an offline peripheral**

located in c:\informiam\conf\templates\AlertOther\_EmailTemplate.txt

Informiam Contact Center Advisor has detected the violation of a \${alert.type} alert to which you are subscribed.

This alert affects the following call center(s): \${call.center.name.list}.

It involves the element (peripheral/application/etc): \${alert.element.name}.

Alert was first detected at \${alert.start.time}.

Alert status: \${alert.value}.

The alert has been active for: \${alert.duration.minutes} minutes.

The alert's status is: \${alert.active.status}.

### **Informiam Workforce Advisor message for an alert concerning a threshold violation**

located in

c:\informiam\conf\templates\AlertThresholdViolation\_EmailTemplateWU.txt

Informiam Contact Center Advisor has detected the violation of a business alert to which you are subscribed. You are receiving this alert because the threshold below has remained outside the acceptable range for longer than the defined time period of `{alert.delay.minutes}` minutes.

This alert affects the Geographic Region `{geographic.region.name}`, Reporting Region `{reporting.region.name}`, Operating Unit `{operating.unit.name}`, and the Call Center: `{call.center.name.list}`.

It involves the contact group `{alert.element.name}` in the Application Group `{application.group.name}`.

Metric violated was: `{alert.metric.name}`.  
Current metric value: `{alert.value}`.  
Threshold violation was first detected at: `{alert.start.time}`.  
The alert has been active for: `{alert.duration.minutes}` minutes.  
The alert's status is: `{alert.active.status}`.

### ***Changing the XMLGen Database Connection after Installation***

For XMLGen, you can change the database connection data after installation. The associated XMLGen files, found in the base installation directory are:

- `xmlgen/hibernate.app.cfg.xml`
- `conf/xmlgen_properties.xml`

### ***Disabling the Snapshot Window (Performance Monitor and What-If Tool)***

The Snapshot window is enabled by default. To disable the Snapshot window, in the CONFIG\_PARAMETER table, set the PARAM\_VALUE to "false" for the enableSnapshot attribute.

### ***Installing Services under Windows 2008 Server***

Due to Windows 2008 security constraints the application services cannot be installed as an NT Service. A workaround is to create a shortcut that you can run as an Administrator:

- To Install Geronimo or XMLGEN as Windows NT services, users must create a short cut of CONF files or the CMD file, right click and run them as Administrators with Open SC Manager privileges.
- When installing Apache on the CA server (when CA server happens to be Win 2008 server). The Apache installer throws an error when it tries to install Apache as a windows service, the workaround is to create a shortcut and "Run as admin":  
"Installing the Apache2.2 service  
(OS 5) Access is denied. : Failed to open the WinNT<sup>2</sup> service manager".
- See <http://www.vistaheads.com/forums/microsoft-public-windows-vista-security/60313-can-not-install-service-apache-httpd-server-apache2-2-a.html> for the discussion.

## Automated Installation Options

In addition to installing Platform by entering all properties in the installer UI screens (“normal mode”), two automated installation modes are also available: “semi-silent” and “silent”.

Semi-silent installation mode pre-populates all values in the installer UI. The user will be able to review these values and make corrections if necessary. Silent mode is similar to semi-silent mode, except that no UI will be displayed. Installation will proceed without confirmation, and will exit automatically with log output being written to file.

## Specifying Input Properties

For both semi-silent and silent installation modes, all required properties for the installation options, including installation targets, passwords, etc., must be present in a property file named *ant.install.properties*. This file must be located in the same directory from which the installer will be run.

An initial template can be generated by running the installer in normal mode, and then supplying values for the targets and other installation options. The installer will save these values (excluding passwords) in a file named *ant.userinstall.properties*. The input property file can then be obtained by copying this file to *ant.install.properties*, and then modifying the installation options as required for the specific configuration.

In order to reduce the risk of revealing sensitive information, password values are not written by the installer to the properties file. When the installer creates the *ant.userinstall.properties* file, password properties are created and commented out. For example:

```
#cp.database.password=
```

Once the *ant.userinstall.properties* file has been copied to *ant.install.properties*, one must locate the necessary password properties, uncomment them, and then add the actual password values. For example:

```
cp.database.password=supersecurepassword
```

## Performing a Semi-silent Installation

Semi-silent installation is enabled by running the installation jar with the *ant.install.properties* file present in the installer directory. No other changes are required.

## Performing a Silent Installation

The silent installation mode is enabled by adding the *swing-auto* parameter when running an installation jar on the command line. For example, to perform a silent installation of Platform, open a command prompt, navigate to the directory containing the Platform installer jar, then run the following command (using the proper version number for “<version #>”):

```
java -jar ea-server-installer-<version #>.jar swing-auto
```

(Note that the *ant.install.properties* file must be present in the same directory.)

The installer will then run, using the values in the *ant.install.properties* file, and upon exit will indicate success or failure with a message and error codes. A successful installation will look similar to the following:

```
$ java -jar ea-server-installer-3.3.000.03.jar swing-auto
```

```
Loading self extractor...  
Install Successful.
```

whereas a failed installation will look like:

```
$ java -jar ea-server-installer-3.3.000.03.jar swing-auto  
Loading self extractor...  
Install Failed.
```

After the installer has been run, these additional files will be present containing log and installer output information:

```
ant.install.log  
installation-output.log
```

In the case of installation failure, the *installation-output.log* file can be consulted for further information. (Possible reasons for failure include a missing input properties file, incorrect property values – e.g. database passwords – or any other error that would cause a failure during normal installation mode.)

### **Environment Restrictions**

Even though no UI screens are seen during a silent installation, a GUI display is still required. (Linux console-only mode is therefore not supported.)

### Troubleshooting Installation Errors

The following are parameter validation errors that you may encounter at the end of installation:

<b>Cause</b>	Wrong database server name / IP address or port number
<b>Error Message</b>	<p>[java] Failed to connect to the database using connection URL:                  [java]                  jdbc:sqlserver://192.168.98.49:777;DatabaseName=ys_cadb;user=sa;password=very_secure_pwd;selectMethod=cursor                  [java] The following exception was thrown:                  com.microsoft.sqlserver.jdbc.SQLServerException: The TCP/IP connection to the host 192.168.98.49, port 777 has failed. Error: "Connection refused. Verify the connection properties, check that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port, and that no firewall is blocking TCP connections to the port.</p>

<b>Cause</b>	Wrong database name
<b>Error Message</b>	<p>[java] Failed to connect to the database using connection URL:                  [java]                  jdbc:sqlserver://192.168.98.49:1433;DatabaseName=NotAPlatformDB;selectMethod=cursor;user=sa;password=very_secure_pwd                  [java] The following exception was thrown:                  com.microsoft.sqlserver.jdbc.SQLServerException: The TCP/IP connection to the host 192.168.98.49, port 1433 has failed. Error: "connect timed out. Verify the connection properties, check that an instance of SQL Server is running on the host and accepting TCP/IP connections at the port, and that no firewall is blocking TCP connections to the port.</p>

<b>Cause</b>	Wrong database user name or password
<b>Error Message</b>	<p>[java] Exception while connecting: Login failed for user 'badUserId'.                  [java] url used:                  jdbc:sqlserver://192.168.98.49:1433;DatabaseName=ys_cadb;selectMethod=cursor;user=badUserId;password=very_secure_password</p>