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eServices Deployment Guide

Manual Deployment of UCS

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Manual Deployment of UCS

This chapter describes procedures for manual configuration and installation of UCS and UCS Manager.

UCS Deployment

Creating or Editing the UCS Application Object

Prerequisites

- UCS requires one database (the main database). It can optionally use a second (archive) database to store older UCS data and ease storage in the main database.
1. Create the main and (optional) archive databases if you have not already done so. See also [Creating Databases and Running Scripts](#).
 2. Run the SQL script located in the `sql_scripts` folder of the UCS starting directory.
 3. Create a Database Access Point (DAP) for the main database. Create a second DAP for the archive database if you have one. Use the JDBC connection type.
 4. Create a UCS Application object if it does not already exist.
 - a. Import the UCS application template from the Interaction Management CD.
 - b. Create a new Application object based on the template.
 5. Open the **Properties** dialog box of the Application object.
 6. On the **Server Info** tab, enter the host name and communication port.
 7. On the **Start Info** tab, enter the working directory.
 8. On the **Connections** tab, add connections to:
 - Message Server
 - Stat Server
 - The two DAPs that you created in Step 3.Click **Apply**.
 9. On the **Security** tab, in the **Log On As** area, select the **This Account** check box, and then select a Person or Access Group with privileges that are high enough to include write permission.
 10. On the **Options** tab, ports section, specify for the option `ucsapi` a valid network port number that UCS will use for connections from Java clients.

Creating or Editing the UCS Manager Application Object

1. Create a UCS Manager Application object if it does not exist.
 - a. Import the UCS Manager application template from the Interaction Management CD.
 - b. Create a new Application object based on the template.
2. On the **Connections** tab, add a connection to UCS and click **Apply**.

Installing UCS on Windows

Prerequisites

- The UCS Application object has been configured.
 - The Interaction Management CD.
1. Locate the Setup.exe for Universal Contact Server (available on the Interaction Management CD).
 2. Double-click Setup.exe.
 3. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
 4. Select the appropriate UCS Application object from the list.
 5. Click **Install**.

Installing UCS on AIX, Solaris, or Linux

Prerequisites

- The UCS Application object has been configured.
 - The Interaction Management CD.
1. Locate the install.sh file for Universal Contact Server.
 2. Start the installation script with the command `>install.sh`.
 3. Provide the absolute path to the directory containing the Java executable.

4. Press **Enter** to confirm the host name for the installation.
5. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
6. From the list of applications, select one and enter its number in the list.
7. Press **Enter** to confirm the suggested destination directory, or choose another one.
8. Answer other questions, if required.

Installing UCS Manager

Prerequisites

- The Universal Contact Server Manager Application object has been configured.
 - The Interaction Management CD.
1. Locate and double-click Setup.exe for UCS Manager on the Interaction Management CD.
 2. Click **Next**.
 3. Enter or browse to the location of the destination folder. Click **Next**.
 4. Select JDK version in the list. Click **Next**.
 5. Click **Install**.
 6. Click **Finish**.