eServices Deployment Guide

Manual Installation of eServices Components

4/12/2025

Contents

Manual Installation of eServices Components

This section provides instructions on manually deploying eServices.

Creating the Application Object

1. Create an Application object for the application if it does not already exist.
    a. Import the application template from the product CD.
    b. Create a new Application object based on the template.
2. Open the **Properties** dialog box of the Application object.
3. On the **Server Info** tab:
    - In the **Host** box, enter the name of the desired host.
    - In the **Communication Port** box, enter the port the component will use for listening.
4. On the **Start Info** tab enter some characters in the **Working Directory**, **Command Line**, and **Command Line Arguments** fields. These characters will be over-written with the correct values during the installation, but they cannot be left blank at this point.
5. On the **Connections** tab, add the appropriate connections.
6. Click **Apply**.

Installing eServices Components on Windows

Prerequisites

- The Application object has been configured.
- The product CD for the component you are installing.

1. Locate the `Setup.exe` for the component you are installing (available on the Product CD).
2. Double-click `Setup.exe`.
3. Enter the login information for your Configuration Server:
    - Host
    - Port
    - User

- Password

4. For components that support client-side port functionality, enable **Use Client Side Port**.

5. If you are not configuring client-side port functionality, click **Next** and continue with step 7.

> ## Important
>
> Client-side port configuration is not supported for every eServices component. This dialog will only appear for Chat Server and Interaction Server installations. This step is optional. Refer to the Genesys Security Deployment Guide for more information.

6. For client-side port configuration, specify the following parameters and click **Next**:

   - Port—Enter any free port number (this is not the Listening port in the **Server Info** tab of the Application object).

   - IP Address—Enter the IP Address of the computer on which you are installing and running the application.

> ## Important
>
> After you have entered this information, the installation process will add the necessary command-line arguments (`-transport-address` and `-transport-port`) for connecting to Configuration Server during Application startup.

7. Select the appropriate Application object from the list.

8. Click **Install**.

Installing eServices Components on AIX, Solaris, or Linux

Prerequisites

- The Application object has been configured.
- The product CD for the component you are installing.

1. Locate the `install.sh` file for the application you are installing.

2. Start the installation script with the command >`install.sh`

3. Press **Enter** to confirm the host name for the installation.

4. Enter the login information for your Configuration Server:

   - Host

- Port

- User

- Password

5. If the component you are installing supports client-side configuration, you will see the following prompt:
   `Do you want to use Client Side Port option (y/n)?`
   If you are not setting up client-side port configuration, enter **n** and continue to step 8.

> ## Important
> Client-side port configuration is not supported for every eServices component. This dialog will only appear for Chat Server and Interaction Server installations. This step is optional. Refer to the Genesys Security Deployment Guide for more information.

6. If you are setting up client-side port configuration for the initial connection to Configuration Server as described in the Genesys Security Deployment Guide, enter y.

7. Specify the following parameters:

   - Port—Enter any free port number (this is not the Listening port in the **Server Info** tab of the Application object).

   - IP Address—Enter the IP Address of the computer on which you are installing and running the application.

8. From the list of applications, select one and enter its number in the list.

9. Press **Enter** to confirm the suggested destination directory, or choose another one.

10. Answer other questions, if required.

> ## Important
> On some Red Hat Linux platforms, eServices components might fail to start and produce the error `./cfgutility: error while loading shared libraries: libstdc++.so.5: cannot open shared object file: No such file or directory`. Refer to Compatibility Package for Red Hat Linux for information about correcting this issue.

Specifics

Some components require procedures beyond the general directions on this page.

- Interaction Server, including clusters.
- Universal Contact Server (UCS).