GENESYS™

Genesys Administrator Extension Deployment Guide

Solution Deployment

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Contents

Before using Solution Deployment to deploy Solutions to local and remote hosts, you must ensure that the following prerequisites are met:

- Hosts are set up and running at the remote locations, and are running Local Control Agent (LCA) and Genesys Deployment Agent (GDA). Use the instructions in Genesys Administrator 8.1 Help.

- The following configuration options are defined on the `Options` tab of the Genesys Administrator Extension server `Application` object in the `asd` section:

  - `silent_ini_path`

  - `local_ip_cache_dir`

  Refer to Configuration Options for more information about these options.

- Samba (or an equivalent Network File Server) is installed to enable communication between Genesys Administrator (Windows-based) and Genesys Administrator Extension (Linux-based). To install Samba, use the procedure Installing Samba. To install a Network File System (NFS), refer to the documentation specific to the server.

- SQL*Plus is installed. Use the procedure Installing SQL*Plus.

Installing Samba

	💡 **Note**:
	- This procedure does not apply if you are using GAX as part of the Hosted Provider Edition.
	- This procedure is optional if you are using GAX 8.1.3 releases or higher.

Purpose

- To allow Genesys Administrator Extension (Linux-based) to access files located on a Windows-based host, such as Genesys Administrator.

Start

On the command line interface:

1. Install Samba by entering the following at the # prompt:

   ```
   yum install samba system-config-samba
   ```

2. Set Samba to start up at boot by entering the following at the # prompt:

   ```
   chkconfig smb on
   ```

3. Create a directory /opt/gax with Read/Write permissions for everyone by entering the following commands at the # prompt:

   ```
   mkdir /opt/gax/chmod 777 -R /opt/gax
   ```

4. If you have SELinux installed and active, make this directory accessible by entering the following command at the # prompt:

```
chcon -t samba_share_t /opt/gax
```

5. To enable a shared directory called `repository` that is accessible by guests, modify the file `/etc/samba/smb.conf` file as shown:

```
#/etc/samba.smb.conf
# smb.conf file for use with GAX
# this configuration allows sharing of IP packages between the GA and GAX system.
##=============== Global Settings ============================
[global]
# you may change the workgroup name, but make sure that the GA.net
# windows host is in the same workgroup!
workgroup = HOME
netbios name = SAMBA
server string = Samba Server %v
map to guest = Bad User
log file = /var/log/samba/log.%m
max log size = 50
socket options = TCP_NODELAY SO_RCVBUF=8192 SO_SNDBUF=8192
preferred master = No
local master = No
dns proxy = No
security = share

# Share is accessible via the name in [brackets]
[repository]
path = /opt/gax
writeable = yes
guest only = yes
guest ok = yes
create mask = 0777
directory mask = 0777
case sensitive = no
}
```

End

Installing SQL*Plus

Purpose

- To set up SQL*Plus to enable database manipulation during setup of Solutions.

Start

1. Install the library required by SQL*Plus by entering the following command at the # prompt: yum install libaio

2. Download Oracle Instant Client from:

   http://download.oracle.com/otn/linux/instantclient/112020/oracle-instantclient11.2-basic-11.2.0.2.0.x86_64.rpm

3. Download SQL*Plus from:

   http://download.oracle.com/otn/linux/instantclient/112020/oracle-instantclient11.2-sqlplus-11.2.0.2.0.x86_64.rpm

4. Set the following environment variables for your host:

   a. Inserting the following lines into the `/etc/profile` file:

   ```
   # add these for Oracle Instantclient / SQL*Plus
    export ORACLE_HOME=/usr/lib/oracle/11.2/client64
    export LD_LIBRARY_PATH=$ORACLE_HOME/lib:${LD_LIBRARY_PATH}
    export PATH=$ORACLE_HOME/bin:${PATH}
    export SQLPATH=$ORACLE_HOME/lib
   ```

   b. Make these environment variables effective to the current session by logging out, and then logging in again.

3. If SQL*Plus is installed correctly, you can connect by entering the following command at the $ prompt:

   sqlplus <username>/<password>@host:<port>/<Solutionname>

End