Genesys Administrator Extension Deployment Guide

Prerequisites for Genesys Administrator Extension Modules

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Prerequisites for Genesys Administrator Extension Modules

Contents

This section describes prerequisites to be met before installing or using the functional modules of Genesys Administrator Extension. These are in addition to the basic prerequisites listed here, and are specific to the corresponding module.

> ## Important
> Unless specified otherwise, all commands that are entered on a command line in this section should be issued as a root user (command prompt of #) or as a regular user (command prompt of $).

Solution Deployment

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 Extension 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.

- An appropriate SQL client is installed for solution definitions that include <os:execSQL> commands. You can use the following clients for each database type:

  - Oracle—SQL*Plus

  - Microsoft SQL Server—sqlcmd

  - PostgreSQL—psql

Operational Parameter Management

For the deployment of Parameter Groups, ensure that you have write permissions to the **Transactions** folder of the tenant on which the Parameter Group is deployed. You must also have write privileges for the **Voice Platform Profiles** folder to deploy the Voice application and/or write privileges for the **Routing Scripts** folder to deploy Genesys IRD or SCXML routing strategies.

There are no additional prerequisites for using Operational Parameter Management in Genesys Administrator Extension. However, ensure that your Interaction Routing Designer (IRD) routing strategies reference the **Transaction** objects correctly.

Operational Parameter Management works together with routing strategies, SCXML routing strategies, GVP voice applications, and Genesys Business Rules.

> ### Important
> Operational Parameter Management does not load strategies on DNs or upload applications to application servers. You must do this manually for all parameterized objects.

Audio Resource Management

> ### Important
> - Internet Explorer does not support playing an audio file directly. You have to download the file and playback the file locally. Firefox cannot play μ-law and A-law audio codecs. Only PCM Audio codecs can be played in Firefox.
>
> - If you will be converting audio file formats, you must install SoX (Sound Exchange) before doing any conversions. Use the procedure under the appropriate tab below.

Setting up ARM on Linux

Before using ARM on Linux, you must do the following:

1. Add the configuration option section **[arm]** and define the following configuration options on the **Options** tab of the Genesys Administrator Extension server Application object: **[+] Show options**

[arm]

- **local_announcement_folder**
- **local_music_folder**
- **local_os**
- **local_path**
- **local_sox_path**
- **target_announcement_folder**
- **target_music_folder**
- **target_os**

- **target_path**
- **delete_from_db_after_processing**

See Configuration Options for a detailed description of these options.

2. If you will be converting audio file formats, you must install SoX (Sound Exchange) before doing any conversions. For Linux, Genesys Administrator Extension supports SoX version 14.3.1 or higher. **[+] Show procedure**

Procedure: Installing SoX

Purpose: To install SoX to enable conversion of audio resources to µ-law, a-law, and gsm formats. This procedure can be run at any time before or after Genesys Administrator Extension is installed.

Steps

1. Download SoX for Linux. For more information, visit http://sox.sourceforge.net/Main/HomePage.
2. To install SoX on Linux, enter the following command at the # prompt:

```
yum install sox
```

> ## Important
> The user of the host on which the GAX application is running must be configured to read and execute the sox binary.

3. Now you are ready to set up the ARM Runtime Web Server on Linux. **[+] Show procedure**

Procedure: Setting up the ARM Runtime Web Server on Linux

Purpose: To set up the target storage for Audio Resource Management by setting up a shared directory on an Apache web server on a Red Hat Enterprise Linux host. On this host, it creates a shared directory from which audio files are retrieved by Audio Resource Management, and to which Genesys Administrator Extension writes audio resource files as they are uploaded by users. The shared directory is accessible from the Genesys Administrator Extension host and is referred to as *target storage*.

> ## Important
> The ARM Runtime Web Server is sometimes referred to as an ARM HTTP Proxy.

Prerequisites

- Genesys Administrator Extension Host is running.

- A dedicated host machine is available for the ARM Runtime Web Server.

- Media Server is available.

Steps

1. Set up your Network File System (NFS) to share data between Genesys Administrator Extension and the ARM Runtime Web Server.

    a. (Linux) On the ARM Runtime Web Server, create the required folders and subfolders by entering the following commands at the # prompt:

        ```
        mkdir /opt/genesys/arm
        mkdir /opt/genesys/arm/music
        mkdir /opt/genesys/arm/announcements
        ```

    > ### Important
    > Ensure that the user of the host on which the GAX application is running is configured to read and write these directories. GAX treats all directories as local. If the target directory and the sub-directories reside physically on a remote host and are used as network directories, or mapped as a local drive, the user must have network access configured.

    b. On the ARM Runtime Web Server, open the /etc/exports in an editor and add the folder /opt/genesys/arm as a shared directory. When added, the file should contain the following line:

        ```
        /opt/genesys/arm* (rw,sync)
        ```

        To limit access to only certain machines, change the asterisk (*) to the fully qualified domain name or address of the Genesys Administrator Extension host. If you have multiple Genesys Administrator Extension hosts in your environment, you can create one line per host.

3. On the ARM Runtime Web Server, make sure that NFS and the supporting portmap processes have started by entering the following commands at the # prompt:

        ```
        chkconfig portmap on
        chkconfig nfs on
        ```

        If necessary, you can manually start the processes by entering the following command at the # prompt:

        ```
        Solution portmap start
        Solution nfs start
        ```

4. Mount the shared drive on the Genesys Administrator Extension host (or hosts) as follows:

    a. On the host, create a new directory by entering the following command at the # prompt:

```
        mkdir -p /mnt/arm/target
```

b. Open the file /etc/fstab in an editor and add the following line:

```
<address of the ARM Runtime Web Server>/opt/genesys/arm
 /mnt/arm/target nfs rsize=8192,wsize=8192,timeo=600,intr
```

c. Mount the target manually by entering the following command at the # prompt:

```
mount /mnt/arm/target
```

The target is mounted automatically when the server restarts.

5. Install Apache Web Server as follows:

a. Install Apache by entering the following command at the # prompt:

```
yum install httpd
```

b. Make sure that Apache starts when the host starts by entering the following command at the # prompt:

```
chkconfig httpd on
```

Alternately, you can start Apache manually by entering the following command at the # prompt:

```
Solution httpd start
```

c. Start or restart Apache to test that it works.

4. To have Apache serve the media files for the Media Server, open the file /etc/httpd/conf/httpd.conf in an editor and make the following changes:

Change This Line ...	... to this Line
DocumentRoot "/var/www/html"	DocumentRoot "/opt/genesys/arm"
<Directory "/var/www/html">	<Directory "/opt/genesys/arm">

5. Update your Media Server configuration to use the ARM Runtime Web Server (address:http://<address of ARM Runtime Web Server>/) instead of the local file storage.

• When integrating the Media Server for ARM, the following Media Control Platform configuration options must be modified:

• To reduce the number of audio files searching attempts and promote efficiency at ARM Runtime Web Server, set msml/play.usedefaultsearchorder to false.

• To set the locations at the Services Site so that ARM Runtime Web Server can access announcement and music files, set the following options:

```
msml/play.basepath=http://<ARM Runtime Web Server>

msml/play.musicbasepath=http://<ARM Runtime Web Server>
```

For more information about these options and file naming for Play Treatment requests, refer to the Genesys Media Server 8.5 Deployment Guide.

Setting up ARM on Windows

Before using ARM on Windows, you must do the following:

1. Add the configuration option section **[arm]** and define the following configuration options on the **Options** tab of the Genesys Administrator Extension server Application object: **[+] Show options**

[arm]

- **local_announcement_folder**
- **local_music_folder**
- **local_os**
- **local_path**
- **local_sox_path**
- **target_announcement_folder**
- **target_music_folder**
- **target_os**
- **delete_from_db_after_processing**

See Configuration Options for a detailed description of the configuration options.

2. If you will be converting audio file formats, you must install SoX (Sound Exchange) before doing any conversions. For Windows, GAX supports SoX version 14.3.1 or higher. **[+] Show procedure**

Procedure: Installing SoX

Purpose: To install SoX to enable conversion of audio resources to µ-law, a-law, and gsm formats. This procedure can be run at any time before or after Genesys Administrator Extension is installed.

Steps

1. Download SoX for Windows. For more information, visit http://sox.sourceforge.net/Main/HomePage.

2. To install SoX on Windows Server, execute the installer application and install sox.exe into the following directory:

   ```
   C:\Program Files\SoX\sox.exe
   ```

   > ## Important
   > The user of the host on which the GAX application is running must be configured to read and execute the sox binary.

---

3. Now you are ready to set up a Network File System for ARM. **[+] Show the procedure**

Procedure: Setting up ARM Runtime Web Server on Windows

Purpose: To set up a Network File System (NFS) to share data between Genesys Administrator Extension and the ARM Runtime Web Server.

> ## Important
>
> The ARM Runtime Web Server is sometimes referred to as an ARM HTTP Proxy.

Prerequisites

- Genesys Administrator Extension Host is running.
- A dedicated host machine is available for the ARM Runtime Web Server.
- Media Server is available.

Steps

1. On the host designated as the Windows ARM Runtime Web Server, create the following required folders and subfolders:

   ```
   C:\genesys\arm
   C:\genesys\arm\music
   C:\genesys\arm\announcements
   ```

2. On the ARM Runtime Web Server, share the arm folder on the network, as follows:

   a. Right-click the arm folder and select **Properties**.

   b. Click the **Sharing** tab and select **Share**.

   c. In the **Sharing** window, enter a name for the shared folder (for example, ARM), and then click **Add** and then **Share** to complete the sharing.

   Now the drive is shared and can be accessed at **\\host-name\arm**.

3. On the GAX host, map the shared folder from the ARM Runtime Web Server (step 2) to, for example, the Z drive (**Z:**), as follows:

   > ## Important
   >
   > The network mapped drive, such as Z:\, applies only to the user account that mapped the driver. GAX has to run and start under the same user account with which the network drive was mapped. Otherwise, GAX cannot access the files from the network drive.

a. On the GAX host machine, click **Start**, and select **Computer**.

b. In the **Tools** menu, select **Map network drive**.

c. In the **Drive** list, select a drive to which to map the shared folder.

d. In the **Folder** box, enter \\<host-name>\arm.

e. Click **Finish**.

4. On the ARM Runtime Web Server, configure Internet Services Manager (IIS) to serve the C:\genesys\arm folder as the root directory for the new website, as follows:

a. Log on to the Web server computer as an Administrator.

b. Click **Start**, expand **Settings**, and click **Control Panel**.

c. Double-click **Administrative Tools**, and then double-click **Internet Services Manager**.

d. Click **Action**, expand **New**, and click **Web Site**.

e. After the **Web Site Creation Wizard** starts, click **Next**.

f. Enter a description for the Web site. This description is used internally to identify the Web site in IIS only.

g. Select the IP address to use for the site. If you select **All** (unassigned), the web site is accessible on all interfaces and all configured IP addresses.

h. Enter the TCP port number on which to publish the site.

i. Enter the Host Header name (the real name that is used to access this site).

j. Click **Next**.

k. Do one of the following to specify the folder that contains the web site documents, and then click **Next**.

- Enter the path to the folder.

- Click **Browse** to select the folder.

l. Select the access permissions for the web site, and then click **Next**.

m. Click **Finish**.

n. Right-click the web site you have created for ARM, and in the panel on the right side, click **Directory Browsing**, and click **Enable**.

5. Verify that you can access the web site at the following URL: http://<address of ARM Runtime Web Server:port>/<site name >.

6. In the GAX configuration options, set the **target_path** option in the **[arm]** section to the mapped network folder from step 3, as follows:

```
[arm]
target_path = \\<host-name>\arm\
```