GIS Deployment Guide

Installing and Uninstalling

12/14/2025

Contents

Installing and Uninstalling

This chapter describes how to install, uninstall, and deploy the Genesys Integration Server (GIS) `Application` object.

GIS Installation and Deployment Options

The Genesys Integration Server can be installed and deployed on many different platforms and environments. Below you will find procedures for each of these options:

- To install GIS as a SOAP stand-alone server, or a SOAP web module on Solaris, HP-UX, Linux, or AIX platforms, see Installing GIS on a UNIX-Based Platform.
- To install GIS as a SOAP stand-alone server, or a SOAP web module on Windows platforms: see Installing GIS on a Windows Platform.
- To deploy GIS into an IBM WebSphere application server: see Deploying GIS in WebSphere.
- To deploy GIS into the BEA WebLogic application server on the Solaris platform: see Deploying GIS in WebLogic.

Installing GIS on a UNIX-Based Platform

Purpose
To install GIS as a SOAP stand-alone server, or a SOAP web module on Solaris, HP-UX, Linux, or AIX platforms.

Prerequisites

- Before selecting a GIS:SOAP as a Stand-alone Server installation:
  - Configure at least one GIS:SOAP application in the Configuration Layer; otherwise, the installer will abort when it cannot find an `Application` object.
- Before selecting a GIS:SOAP as a Web Module installation:
  - Define the JAVA_HOME environment variable to point to your Java SDK main directory. For instructions see, Setting the JAVA_HOME Environment Variable.
  - Configure at least one GIS:SOAP application in the Configuration Layer; otherwise, the installer will abort when it cannot find an `Application` object. Refer to the Genesys Framework 7.6 Deployment Guide for information on how to create an application object.
  - Install and start your application server.

> ## Important
>
> Refer to the Genesys Framework 7.6 Deployment Guide for information on how to create an application object. Under WebLogic, you must deploy GIS as an exploded .war directory, not as a .war file. If you deploy GIS as a Web Module, you will not be able to use the Management Layer to start or stop GIS. However, you will be able to use the Management Layer to view GIS status.

- Before installing GIS on a Red Hat Enterprise Linux 6 64-bit operating system, you must first install the Red Hat compatibility packages.

Start

1. Open the appropriate folder for your platform on the installation CD. The folders are:
    - `GIS/aix/`
    - `GIS/linux/`
    - `GIS/hp-ux/`
    - `GIS/solaris/`

2. Copy all files in the folder to your home directory.

3. Locate and run the installation script, `install.sh`.

4. When prompted for the GIS component to install,
    - for GIS as a SOAP Stand-alone Server, select: `1) SOAP (SOAP Protocol)`.
    - for GIS as a SOAP Web Module, select: `1) SOAP (SOAP Protocol)`.

5. When prompted for the installation type,
    - for GIS as a SOAP Stand-alone Server, select: `1) Standalone server`.
    - for GIS as a SOAP Web Module, select: `1) Web Module (Application Server deployment)`.

6. When prompted for the `hostname`, confirm or enter the GIS host information.

7. When prompted for your Configuration Server information, enter the `Hostname`, `Network port`, `User name`, and `Password` that you use to log into the Configuration Layer.

8. From the list of applications configured for this host, select a compatible application.

> ## Important
>
> If no applications, or incorrect applications, appear here, verify the `server-info-host` value that you configured in the GIS Configuration Layer application.

9. When prompted for the `SOAP port`:
    - for GIS as a SOAP Stand-alone Server, either accept the default or enter a different port number.
    - for GIS as a SOAP Web Module, the `SOAP port` prompt will not be displayed.

10. When prompted for the `shutdown port`:

    - for GIS as a SOAP Stand-alone Server, either accept the default or enter a different port number.

    - for GIS as a SOAP Web Module, the `shutdown port` prompt will not be displayed.

11. When prompted for the `destination location` for this installation:

    - for GIS as a SOAP Stand-alone Server, specify the path.

    - for GIS as a SOAP Web Module, the `destination location` prompt will not be displayed.

        - If you configured an installation path in your SOAP configuration object, you will be offered that path as a default.

        - If you are reinstalling to an existing directory, you will be offered a choice of backing up that directory's contents, selectively replacing them, or wiping them clean.

> ## Important
> GIS does not support installation paths that contain spaces.

12. When prompted for the target directory for the Web Application Archive:

    - for GIS as a SOAP Stand-alone Server, the target directory for the Web Application Archive prompt will not be displayed.

    - for GIS as a SOAP Web Module, enter the full path where you want the `gis.war` file placed.

13. Follow the script's remaining prompts to complete the installation.

End
Next Steps

- To verify the installation of GIS, you can select from one of the following procedures:

    - Inspecting the Stand-alone Directory Tree.

- To deploy your GIS:SOAP Web Module, choose one of the following procedures:

    - Deploying GIS in WebSphere.

    - Deploying GIS in WebLogic.

Installing GIS on a Windows Platform

Purpose
To install GIS as a SOAP Stand-alone Server or as a SOAP Web Module on Windows platforms.
Prerequisites

- Certain GIS services require a GIS:SOAP installation, see GIS Overall Architecture diagram and check whether your client application needs one of these services.

- Before selecting a SOAP Stand-alone Server:

    - Configure at least one GIS:SOAP application in the Configuration Layer; otherwise, the installer will abort when it cannot find an `Application` object.

- Before selecting a SOAP Web Module:

    - Define the JAVA_HOME environment variable to point to your Java SDK main directory. For instructions see, Setting the JAVA_HOME Environment Variable.

    - Configure at least one GIS:SOAP application in the Configuration Layer. Refer to the Genesys Framework Deployment Guide for information on how to create an application object.

> ## Important
> If you deploy GIS as a Web Module, you will not be able to use the Management Layer to start or stop GIS. However, you will be able to use the Management Layer to view GIS status. This version of GIS supports WebLogic deployments only on Solaris.

Start

1. Open the `GIS\windows\` folder on the installation CD.

2. Locate the `setup.exe` file and double-click it to start the Installation Wizard.

3. Click `Next` on the `Welcome` page to begin the installation.

4. If an instance of GIS already exists on this host, the Wizard presents a `Maintenance Setup Type` page. Select `Install new instance of the application` and click `Next` to install a new instance of GIS. If you choose to maintain an existing installation, you will be given the opportunity to uninstall that instance of GIS (see Uninstalling GIS as a SOAP Stand-alone Server from a Windows Platform for details).

5. On the `Select installation type` page, select:

    - for GIS as a SOAP Stand-alone Server—`Deploy GIS.SOAP (SOAP protocol) as standalone server`

    - for GIS as a SOAP Web Module—`Deploy GIS.SOAP (SOAP protocol) as Web Module` and click `Next`.

6. On the `Connection Parameters to the Genesys Configuration Server` page, specify the appropriate `Host name`, `Port`, `User name`, and `Password`. Click `Next` to continue.

7. On the `Select Application` page, choose your GIS Application. Click `Next`.

8. On the `Choose Destination Location` page, accept or override the default installation path. Click `Next`.

> ## Important
> GIS does not support installation paths that contain spaces.

9. On the `Genesys Integration Server Parameters` page, confirm or override:

- for GIS as a SOAP Stand-alone Server—the default `Server Port` and `Shutdown Port` for GIS:SOAP and click `Next`.

10. Click `Install` to begin the installation (see Windows Service Setting.)

11. Click `Finish` once the installation is complete, to exit the Wizard.

End
Next Steps

- To verify the installation of GIS, you can select from one of the following procedures:
    - Inspecting the Stand-alone Directory Tree.
- To deploy your GIS:SOAP Web Module, choose one of the following procedures:
    - Deploying GIS in WebSphere.
    - Deploying GIS in WebLogic.

Deploying GIS in WebLogic

Purpose
To deploy GIS in the BEA WebLogic application server on Solaris.
Prerequisites

- You must have GIS installed on your Solaris platform. Use Installing GIS on a UNIX-Based Platform. as a guide.

> **Important**
>
> In this release, deployment into WebLogic is supported on the Solaris platform only.
>
> If you are deploying the GIS:SOAP connector in WebLogic 8.1, you *must* do so using an exploded `.war` directory, as instructed below. Deploying a
>
> `.war` (web archive) file for this combination will *not* produce correct results.

Start

1. Locate the `gis.war` file created by the GIS installer.

   For UNIX-based installations, this file is located in the directory specified in See When prompted for the target directory for the Web Application Archive: of Installing GIS on a UNIX-Based Platform.

2. Unpack ("explode") the `gis.war` file's contents into a directory or subdirectory named `gis_76`.

> ## Important
>
> If your unpacking utility does not recognize the .war file, try changing that file's
> extension to a .zip or .jar.

- Start the WebLogic Server Administration Console for the domain in which you will be working.

- In the WebLogic Server Console's navigation tree (left pane), expand `Deployments`, right-click `Web Application Modules`, and select `Deploy a new Web Application Module`.
  This initiates the Deployment Assistant.

- Use the Deployment Assistant to select the `gis_76` directory/subdirectory into which you exploded `gis.war`'s contents in Step 2 above.
  The WebLogic Server will deploy all components that it finds in the selected directory and its subdirectories.

- Click `Target Application`.

- If your domain contains more than one server or (load-balancing) cluster, and you are prompted to `Select targets for this Web Application Module`: select the server or cluster onto which you want to deploy GIS, then click `Continue`. If you have only one server in your domain, ignore this step.

- Enter `gis` in the Name field as the name for the Web Application.

> ## Important
>
> If you have more than one server or cluster in your domain, click the appropriate radio button to select whether
> you want to copy the file to each server. (Remember to change the application name for each copy in that copy's
> own `.../gis_76/conf/gis.properties` file.)

- Click `Deploy`.
  The WebLogic Server Console displays the Deploy panel, which lists deployment status and deployment activities for the Web Application. After a few seconds, the status will change to `Success`.

- Point your browser to the following URL and verify that the GIS connector is starting:

  `http://<your_deploymentserver_host>:<your_deploymentserver_port>/gis`

End
Next Steps

- If you want to confirm that GIS has started successfully Checking the GIS Log Files.

- To confirm that the installation of GIS in WebLogic was correct and complete, Inspecting the WebLogic Directory Tree.

- To customize your GIS environment, Customizing the GIS Environment.

- To add High Availability and Load Balancing to your GIS environment, High-Availability Deployments of GIS.

- To start and test GIS, Starting and Testing GIS.

Deploying GIS in WebSphere

Purpose
To deploy GIS in WebSphere regardless platform type.
Prerequisites

- You must have and GIS installed. Use the procedures below to install GIS according to your platform requirements:

    - Installing GIS on a UNIX-Based Platform.

    - Installing GIS on a Windows Platform.

Start

1. Open the WebSphere Administration Console, as follows:

    - For WebSphere 6.0.x, the default URL is: `http://<WebSphere_host>:9061/ibm/console/`

    - For WebSphere 7.0.x, the default URL is: `http://<WebSphere_host>:9043/ibm/console/`

    In the above examples, `<WebSphere_host>` represents the host where the WebSphere application server is running.

> ### Important
> If you need to modify the startup parameters, such as the `CS host name` or the `CS port number`, locate and edit the `gis.properties` file. Within your WebSphere directory structure, this file is located in the following subdirectory:
> `.../AppServer/installedApps/<node_name>/<application_name>/ gis.war/conf/`

2. In the Administration Console's navigation tree, click `Applications > Install New Application`. This displays the first of two `Preparing for application install` pages.

3. On the first `Preparing for application install` page, specify the full path name of the GIS application source file (the `.war` file). The GIS `.war` file can be either on the client machine (the machine that runs the web browser) or on the server machine (the machine to which the client is connected). If you specify a `.war` file on the client machine, the Administration Console uploads the `.war` file to the machine on which the Console is running, and proceeds with application installation.

4. On the `Provide options to perform the installation` page, click `Next`.

5. On the `Map virtual hosts for web modules` page, click `Next`.

6. On the `Map modules to application servers` page, select a target server or cluster for the GIS module from the `Clusters and Servers` list. Select the check box beside `GIS Module`.

7. On the `Summary` page, verify the cell, node, and server onto which the GIS application module will install.

8. Beside the `Cell/Node/Server` option, click `Click here` and verify the settings.

9. Click `Finish`.

10. On the Administration Console's taskbar, click Save to save the changes to your configuration. This registers the application with the administrative configuration, and copies application files to the target directory.

End
Next Steps

- If you are deploying GIS in WebSphere 5.0, you must complete the following upgrade procedure. Replacing the JavaMail Archive (for WebSphere 5.0).

- If you are not deploying in WebSphere 5.0 then you must verify your installing by following the Inspecting the WebSphere Directory Tree procedure.

- To customize your GIS environment, Customizing the GIS Environment.

- To add High Availability and Load Balancing to your GIS environment, High-Availability Deployments of GIS.

- To start and test GIS, Starting and Testing GIS.

Inspecting the Stand-alone Directory Tree

Purpose
To confirm that the installation of GIS as a SOAP Stand-alone Server was correct and complete.
Prerequisites

- You must have installed GIS as a SOAP Stand-alone Server on either your UXIN-based or Windows platform. You can do so by following the steps in the provided:

  - For UNIX-based platforms: Installing GIS on a UNIX-Based Platform.

  - For Windows platforms: Installing GIS on a Windows Platform.

Start

1. Locate and inspect the directory structure created during the Installation procedure. The directory structure is located under the top-level installation directory (for example, under `/gcti/IntegrationSDK7.5/GIS/server/SOAP`):

   - `bin/` contains all scripts used to start or stop the server, to set up environment variables, and to start or stop GIS as a Windows service.

   - `conf/` contains all files used to configure Tomcat.

   - `common/` contains various jar files that Tomcat uses.

   - `logs/` contains log files that GIS and the Management Layer create.

   - `server/` contains various jar files that Tomcat uses.

   - `webapps/` contains the GIS web application directories and files:

     - `gis/` the GIS application directory contains the following subdirectories:

       - `conf/` contains all the configuration files that GIS uses.

       - `html/` contains HTML pages for diagnostic reporting.

       - `images/` contains the logo and various images used on the GIS home page.

       - `licenses/` contains the licenses of the third-party toolkit that GIS uses.

- `WEB-INF/` contains:

    - `classes/` contains precompiled `.jsp` files.

    - `lib/` contains binary files that GIS uses.

    - `soa/ail/` contains `.jar` and deployment-descriptor files for the Agent Interaction services.

    - `soa/openmedia/` contains `.jar` and deployment-descriptor files for the Open Media Interaction services.

    - `server-config.wsdd` configures the various services in GIS.

    - `soa.properties` contains properties related to the service-oriented architecture, through which GIS exposes services.

    - `web.xml` provides configuration and deployment information for the web application.

> ## Warning
> The directory tree listed above is required for the scripts and configuration files to work properly. Do not alter it.

End
Next Steps

- To customize your GIS environment, Customizing the GIS Environment.
- To add High Availability and Load Balancing to your GIS environment, High-Availability Deployments of GIS.
- To start and test GIS, Starting and Testing GIS.

Inspecting the WebSphere Directory Tree

Purpose
To confirm that the installation of GIS in WebSphere was correct and complete.

Prerequisites

- You must have deployed GIS in a WebSphere using the steps provided in Deploying GIS in WebSphere.

Start

1. Inspect the directory tree. Installing GIS creates the following directory structure located under the top-level installation directory (which might be, for example, <WebSphere_home>/AppServer/): installedApps/<node_name>/gis.war contains the GIS web application directories and files:

    - `gis.war/` the GIS application directory contains the following subdirectories:

- `conf/` contains all the configuration files that GIS uses.

- `html/` contains HTML pages for diagnostic reporting.

- `images/` contains the logo and various images used on the GIS home page.

- `licenses/` contains the licenses of the third-party toolkit that GIS uses.

- `META-INF/` contains the GIS archive's manifest file.

- `WEB-INF/` contains:

  - `classes/` contains precompiled `.jsp` files.

  - `lib/` contains binary files that GIS uses.

  - `soa/ail/` contains `.jar` and deployment-descriptor files for the Agent Interaction services.

  - `soa/openmedia/` contains `.jar` and deployment-descriptor files for the Open Media Interaction services.

  - `ibm-web-bnd.xmi` contains WebSphere binding information.

  - `ibm-web-ext.xmi` contains WebSphere extensions information.

  - `server-config.wsdd` configures the various services in GIS.

  - `soa.properties` contains properties related to the service-oriented architecture, through which GIS exposes services.

  - `web.xml` provides configuration and deployment information for the web application.

> ## Warning
> The directory tree listed above is required for the scripts and configuration files to work properly. Do not alter it.

End
Next Steps

- To customize your GIS environment, Customizing the GIS Environment.

- To add High Availability and Load Balancing to your GIS environment, High-Availability Deployments of GIS.

- To start and test GIS, Starting and Testing GIS.

Inspecting the WebLogic Directory Tree

Purpose
To confirm that the installation of GIS in WebLogic was correct and complete.
Prerequisites

- You must have deployed GIS in a WebLogic using the steps provided in Deploying GIS in WebLogic.

Start

1. Inspect the directory tree. Installing GIS creates the following directory structure located under your WebLogic home directory:

    - `conf/` contains all the configuration files that GIS uses.

    - `html/` contains HTML pages for diagnostic reporting.

    - `images/` contains the logo and various images used on the GIS home page.

    - `licenses/` contains the licenses of the third-party toolkit that GIS uses.

    - `WEB-INF/` contains:

        - `classes/` contains precompiled `.jsp` files.

        - `lib/` contains binary files that GIS uses.

        - `soa/ail/` contains `.jar` and deployment-descriptor files for the Agent Interaction services.

        - `soa/openmedia/` contains `.jar` and deployment-descriptor files for the Open Media Interaction services.

        - `server-config.wsdd` configures the various services in GIS.

        - `soa.properties` contains properties related to the service-oriented architecture, through which GIS exposes services.

        - `web.xml` provides configuration and deployment information for the web application.

        - `weblogic.xml` provides configuration and deployment information for the web application.

    The directory tree listed above is required for the scripts and configuration files to work properly. Do not alter it.

End
Next Steps

- If you want to confirm that GIS has started successfully, see Checking the GIS Log Files.

- To customize your GIS environment, see Customizing the GIS Environment.

- To add High Availability and Load Balancing to your GIS environment, see High-Availability Deployments of GIS.

- To start and test GIS, see Starting and Testing GIS.

Checking the GIS Log Files

Purpose
To check the GIS log files to confirm that your GIS server has started successfully.
Prerequisites

- You must have deployed GIS in a WebLogic using the steps provided in Deploying GIS in WebLogic.

Start

1. In the WebLogic Server Console's navigation tree, select the server that you created in See Enter gis in the Name field as the name for the Web Application. on See Enter gis in the Name field as the name for the Web Application..

2. Select the `Control` tab.

3. Select `Remote Start Output` .

4. Select `View Server Output` .

End
Next Steps

- To customize your GIS environment, Customizing the GIS Environment.

- To add High Availability and Load Balancing to your GIS environment, High-Availability Deployments of GIS.

- To start and test GIS, Starting and Testing GIS.

Uninstalling GIS as a SOAP Stand-alone Server from a Windows Platform

Purpose
To uninstalling GIS as SOAP Stand-alone Server from a Windows Platform.
Prerequisites

- You must have already installed GIS as a SOAP Stand-alone Server using one of the following procedure, Installing GIS on a Windows Platform.

Start

1. Stop GIS. (See Stopping GIS for details.)

2. From the Windows Control Panel, launch the `Add/Remove Programs` applet, select Genesys Integration Server, and select Remove .

3. Manually remove any files that were not created by the installation script, including: log files, the license file, and any other files you may have installed to support GIS and the Statistics SDK, Configuration SDK, or Interaction SDK Services.

End

Uninstalling GIS as a SOAP Stand-alone Server from a UNIX-

Based Platform

Purpose
To uninstall GIS as a SOAP Stand-alone Server from a UNIX-based Platform.
Prerequisites

- You must have already installed GIS as a SOAP Stand-alone Server using one of the following procedure: Installing GIS on a UNIX-Based Platform.

Start

1. Stop GIS. (See Stopping GIS for details.)
2. Open the GIS home directory and manually remove all files.

End

Uninstalling GIS from a WebSphere Application Server

Purpose
To uninstall GIS from a WebSphere application server.
Prerequisites

- You must have deployed GIS in WebSphere using Deploying GIS in WebSphere.

Start

1. If you choose to use the provided `Websphere Uninstall Script` instead of using the recommended `WebSphere Administration Console`, navigate to the WebSphere server `/bin` subdirectory.

2. At the command line, enter one of the following commands, depending on your operating system. Here, `<ApplicationName>` represents the name that you originally used to deploy GIS into the web application server:

   Windows: wsadmin.bat -c "$AdminApp uninstall <ApplicationName>"
   UNIX: wsadmin.sh -c "\$AdminApp uninstall <ApplicationName>"

End
Next Steps

- This uninstall procedure does *not* remove any files that were not created by the original installation script—such as the log files, license file, and any other files you may have installed to support the Genesys Statistics SDK, Configuration SDK, and/or Interaction SDK products. You must remove these files manually.

Uninstalling GIS from a WebLogic Application Server

Purpose
To uninstall GIS from a WebLogic application server.
Prerequisites

- You must have deployed GIS in WebLogic using Deploying GIS in WebLogic.

Start

1. In the navigation tree of the WebLogic Server Console (left pane), expand `Deployments`.

2. Right-click on the `Web Application Modules`.

3. Select the existing `GIS Web Application Module`.

4. On the right pane, select the `Deploy` tab and stop the associated server.

5. Once stopped, right click on the `GIS Web Application Module` on the left pane and select "Delete …".

6. Confirm the deletion of GIS by clicking the Yes button on the right pane.

End
Next Steps

- This uninstall procedure does *not* remove any files that were not created by the original installation script—such as the log files, license file, and any other files you may have installed to support the Genesys Statistics SDK, Configuration SDK, and/or Interaction SDK products. You must remove these files manually.

Setting the JAVA_HOME Environment Variable

Purpose
To set the `JAVA_HOME` environment variable for your specific operating system. This will allow your operating system to reference the absolute path to the JRE or Java SDK main directory.

> ### Important
> For UNIX-based platforms, you must also set the value of the `JAVA_HOME` environment variable to the absolute path to the JRE or Java SDK main directory. The actual steps to set an environment variable can vary depending on the platform and shell being used.

Start

1. On Windows 2000 or Windows 2003, open your Windows Control Panel.

2. Double-click `System` to open the `System` Properties dialog box.

3. Select the `Advanced` tab.

4. Click the `Environment Variables` button.

5. Locate the JAVA_HOME entry in the `System Variables` pane.

   If the JAVA_HOME entry does not exist, then click `NEW` .
    Otherwise, select the JAVA_HOME entry and click `EDIT` .

6. Enter the variable name and path to your Java installation in the available text boxes.

   If you have deployed GIS as a Web Module, point to your Java SDK main directory.

7. Click `OK` to save the variable settings.

8. Click `OK` to close the `Environment Variables` dialog box.

9. Click `OK` to close the `System` dialog box.

End
Next Steps

- Create and configure an instance of GIS. See the Framework 8.1 Deployment Guide for details.