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GVP Deployment Guide

Preparing to Install GVP Manually on Linux

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Preparing to Install GVP Manually on Linux

This topic describes how to install Genesys Voice Platform (GVP) manually on the Linux operating system (OS) by using the executable files in the GVP Installation Packages. It contains the following sections:

- [Task Summaries](#)
- [Preparations](#)
- [Installing and Configuring the PSTN Connector](#)

Task Summaries

Task Summary: Preparing Your Environment for GVP (Linux)

Objective	Related Procedures and Actions
Plan the deployment	For specific restrictions and recommendations to consider, see Preparing the Hosts for GVP .
Prepare your environment: Install common Genesys Framework	<p>1. Management Framework.</p> <p>Install the latest Installation Package (IP) for the Genesys Management Framework, and ensure that it is fully operational and running. See the Framework Deployment Guide.</p> <p>Management Framework is the centralized element management system for all Genesys software.</p>
Prepare your environment: Install common Genesys Framework components	<p>2. Genesys Administrator.</p> <p>Install Genesys Administrator, and ensure that it is fully operational. See the Framework Deployment Guide. Genesys Administrator is the centralized management GUI for all Genesys software.</p>
	<p>3. Genesys SNMP Master Agent.</p> <p>Install and configure the SNMP Master Agent on the same host(s) as the Resource Manager, Media Control Platform, Call Control Platform, and Supplementary Services Gateway components.</p> <p>(After the SNMP Master Agent is installed on the GVP hosts, you will assign the SNMP Master Agent to each component for which you want to capture alarm and trap information. This is a post-installation activity; see Procedure: Creating a Connection to a Server.</p> <p>The Genesys Voice Platform 8.5 DVD includes an MIB Installation Package that can be loaded on the SNMP management console (for example, HP Open View) in your environment. To install the MIBs, run the executable file and select the default installation path: <code>sh install.sh /opt/genesys/gvp/VP_MIB_8.5</code></p>

Objective	Related Procedures and Actions
	<div data-bbox="516 365 573 407">Tip</div> <p data-bbox="521 415 1344 506">The SNMP Master Agent is required only if you are capturing alarm and trap information. For more information about installing the Management Framework and the SNMP Master Agent, see the Framework Deployment Guide. For more information about the MIBs, see the GVP 8.5 SNMP MIB Reference.</p>
<p>Prepare your environment:</p> <p>Install third party software</p>	<p>4. Third-party hardware and software.</p> <p>If you are using automatic speech recognition (ASR) and/or text-to-speech (TTS), install the third-party Media Resource Control Protocol (MRCP) speech server, and ensure that it is operational.</p> <p>For more information about this software, see your MRCP vendor s documentation. For information about prerequisite software, see Prerequisites.</p>
<p>Prepare the host(s)</p>	<p>5. Stop antivirus software that might be running on systems that will host GVP components.</p> <p>Check the vendor documentation for your antivirus software configuration.</p>
	<p>6. Install the Local Control Agent on the GVP hosts.</p> <p>See Procedure: Installing the Local Control Agent (Linux).</p>
<p>Complete the prerequisites</p>	<p>7. On Reporting Server and Policy Server hosts, install the Sun JRE 7.0 or later, platform:</p> <ol style="list-style-type: none"> 0. Install the Java Runtime Environment (JRE). Obtain the latest Red Hat Package Manager (RPM) or the self-extracting files for Linux from the vendor's website, and follow the instructions for installing it. a. When the installation is complete, change to the root user: Enter su. b. Modify the default Java configuration. Enter: <code>/usr/sbin/alternatives --install /usr/bin/java java /usr/java/jre1.7.0_x/bin/java 2000</code> <code>/usr/sbin/alternatives --config java</code> c. Set up the JRE variables. Modify <code>./etc/profile</code>: Enter <code>export JAVA_HOME= /usr/ java/jre1.7.0_x</code>. d. Exit the current console session, and log in again. e. Verify that the configuration is correct. Enter: <code>echo \$JAVA_HOME</code>. You should see the following output: <code>/usr/java/JRE1.7.0_06</code> f. Setup the JRE variables in the Genesys LCA (Local Control Agent) and GDA (Genesys Deployment Agent) startup scripts. Modify the

Objective	Related Procedures and Actions
	<p>/etc/init.d/gctilca and /etc/init.d/gctigda files by adding the line <code>export JAVA_HOME= /usr/java/jre1.7.0_x</code> at the beginning of these files.</p> <p>g. Restart the LCA and the GDA by terminating the LCA and GDA processes, and executing the /etc/init.d/gctigda start and /etc/init.d/gctilca start commands. For more information about the prerequisite software, see Prerequisites or visit the vendor's website.</p>
	<p>8. On the Media Control Platform, ensure that the user account that is used to perform the installation is the root account with the necessary privileges to create directories under the /var/www directory.</p> <p>The /var/www/gvp/mcp folder can then be created during installation, and other folders and files created in this directory. (If this directory does not exist, create it manually prior to installation.)</p>
	<p>9. On the Media Control Platform, if the Apache Web Server is not already installed:</p> <p>0. Obtain the latest Red Hat Package Manager (RPM) for the Apache Web Server from the vendor's website, and follow the instructions for installing it.</p> <p>a. On the Apache Web Server, modify the /etc/mime.types file. Enter <code>/application/srgs+xml</code></p> <p>b. Configure the Apache Web Server to start automatically at startup. Modify the /etc/rc.d/rc.local file. Enter <code>/etc/init.d/httpd start</code>. For more information about the prerequisite software, see Prerequisites or visit the vendor's website.</p> <div style="border-left: 2px solid #00a0e3; padding-left: 10px; margin-top: 20px;"> <p>Tip</p> <p>In GVP 8.1.3 and earlier 8.x releases, Apache HTTP Server was required to host inline and universal hotkey grammar files that were fetched by ASR. In GVP 8.1.4, Apache is no longer required. The Media Control Platform now transmits these grammars by default in the MRCP requests.</p> </div>
	<p>10. If you are including the PSTN Connector in your environment, visit the vendor's website for information about how to install and configure Dialogic hardware and software.</p>

Task Summary: Deploying GVP Manually (Linux)

Objective	Related Procedures and Actions
Configure the host(s)	<p>1. Configure a new host in the Configuration Database for each computer that is hosting GVP components. See Configuring a Host in Genesys Administrator.</p>

Objective	Related Procedures and Actions
Complete the Application objects	<ol style="list-style-type: none"> 2. Create the GVP Application objects: <ol style="list-style-type: none"> 0. Import the templates. See Procedure: Importing Application Object Templates Manually. a. Create the Application objects. See Procedure: Creating Application Objects Manually.
Install GVP	<ol style="list-style-type: none"> 3. Install the GVP components, as described: <ol style="list-style-type: none"> a. Procedure: Installing the Media Control Platform (Linux). b. Procedure: Installing the Call Control Platform (Linux). c. Procedure: Installing the Resource Manager (Linux). d. Optional Procedure: Installing the Supplementary Services Gateway (Linux). e. Procedure: Installing the Policy Server (Linux). f. Procedure: Installing the MRCP Proxy (Linux). g. Procedure: Installing the Reporting Server (Linux). h. Procedure: Installing the PSTN Connector (Linux). <ol style="list-style-type: none"> 1. Procedure: Installing LiS. 2. Procedure: Installing Dialogic, on page 358]]].
Start the components	<ol style="list-style-type: none"> 4. Start the components manually (or configure the components to start automatically). See Startup Sequence for the VPS and Starting and Stopping the Components.
Complete the post-installation activities	<ol style="list-style-type: none"> 5. Configure the GVP components for the functionality you want use in your deployment. See Task Summary: Post-Installation Configuration of GVP.

Preparations

You can install GVP on a Linux OS in a new deployment or add GVP components to an existing deployment.

Before you begin to install the components, complete the procedures in the following sections; [Preparing the Hosts for GVP](#) and [Preinstallation Activities](#).

In addition, copy the GVP installation packages to a directory on the Linux hosts or to a network drive from which they can be downloaded.

Pre-installation Notes

Multiple Instances of the same component

If you are installing multiple instances of the same component, Genesys recommends that you install each instance on a different host.

Starting in 8.1.2, GVP supports multiple instances of the Media Control Platforms on a single host. For more information about installing multiple instances of the Media Control Platform, see [Deploying Multiple Media Control Platforms](#).

/etc/hosts and the local IP Address

For Linux systems, /etc/hosts must correctly reflect the non-loopback IP address for the local hostname, so that GVP can automatically determine the local IP address for use in various network related operations. Example:

```
[pw@HOMER etc]$ hostname
HOMER
[pw@HOMER etc]$ cat /etc/hosts
# Do not remove the following line, or various programs
# that require network functionality will fail.
127.0.0.1 localhost.localdomain localhost
x.x.x.x HOMER
```

Squid Caching Proxy and Fetching Module

In GVP 8.1.2 and higher, the Fetching Module is integrated with the Media and Call Control Platforms and is no longer a separate installation package. In addition, the Squid proxy is an optional component.

Installation Directory

Genesys recommends that you use /opt/genesys/gvp/ for the installation directory, where VP_Component_8.5.000.xx is the name and release number of the component you are installing.

Root User

Notes:

- GVP release 8.1.4 and above allows a non-root user to perform the Linux installation, but that user must have write permission to the /var/www/ directory.
- If a root user performs the installation, the system expects that installed files will have user ID 234 assigned.