



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# iWD Deployment Guide

Installing IWD Manager

5/9/2025

---

## Contents

- 1 Installing IWD Manager
  - 1.1 Using GAX
  - 1.2 On Unix
  - 1.3 Purpose
  - 1.4 Summary
  - 1.5 Prerequisites
  - 1.6 Procedure
  - 1.7 On WebSphere
  - 1.8 Purpose
  - 1.9 Summary
  - 1.10 Prerequisites
  - 1.11 Procedure
  - 1.12 Procedure
  - 1.13 Post-Installation Steps for WebSphere
  - 1.14 Building WAR archives for iWD Manager (Windows)
  - 1.15 Building WAR archives for iWD Manager (UNIX)
  - 1.16 Configuring Localized Help
  - 1.17 Changes to iwd.properties File
  - 1.18 Next Steps

# Installing IWD Manager

<tabber>

| - | On Windows=

## Using GAX

1. Log into Genesys Administrator Extension.
2. Locate and double-click **setup.exe** in the iWD Manager directory of the iWD DVD. The iWD Manager Installation Wizard opens. Click **Next** in the **Welcome** screen.
3. Select the web container (for example, Tomcat or WebSphere) and click **Next**.
4. If you selected WebSphere, select the appropriate JDK from the list.
5. If you selected Apache Tomcat, browse to the **Home** directory for your Apache Tomcat installation (for example, C:\ProgramFiles\Apache\Tomcat60\). The iWD Manager components will be installed in the selected directory, under the webapps/ subdirectory.
6. Click **Next**.
7. In the **Connection Parameters** to the Configuration Server screen, enter the login details to connect to Genesys Configuration Server and then click **Next**:
  - Host name—The host of Genesys Configuration Server
  - Port—The port that is used by Genesys Configuration Server
  - User name—The user name of the Person (or User) as defined in Genesys configuration.
  - Password—The password that is associated with the Person (or User).

### Important

This is not the JDK which will be used by WebSphere. This is necessary to properly configure the scripts which will be used to build the WAR archive.

- Choose the destination location for iWD Manager. If you selected Websphere earlier, both supporting files and iWD Manager java application part will be installed in that location. If you selected Tomcat earlier, only supporting files for iWD Manager will be installation in that location. The iWD Manager web application will be installed directly into the webapps folder under your Tomcat home directory.
- After installation of iWD Manager and other iWD components, build the WAR archive as described in Post-Installation Steps For WebSphere and install the generated WAR file by using WebSphere Integrated Solutions Console. You can accept the default or browse to another location on your computer. Click **Next**.
- Select the database type that will be used by the iWD Configuration database.

- Enter the parameters that are used to connect to the iWD Configuration database in the next screen. Enter the following information:
  - DB Server Host—The name of the computer on which the database is located.
  - Database Name—The name of the iWD Configuration database.
  - User Name—The name of the user that is used to connect to the database.
  - Password—The password that is used to connect to the database.
- Click **Next**.
- Enter the host name and port of the computer on which the backup Genesys Configuration Server is running. If there is no backup Configuration Server in your environment, specify the primary Configuration Server host and port. Click **Next**.
- In the **Ready to Install** screen, click **Install** to begin the installation of iWD Manager.
- When installation has been completed, click **Finish**.
- Optional step: Encode your database password. A file named **passwordEncoder.cmd** (or **passwordEncoder.sh** for UNIX-based operating systems) file is included when you install iWD Manager. This utility can be run to encode the database password that appears in the `ibd.properties` file, which is located in `<web application server directory>/webapps/ibd_manager/WEB-INF/classes` (the password is in plain text in the `ibd.properties` file by default).
  - a. Open a Windows command-line window (go to **Start->Run** and enter **cmd** in the **Run** dialog box).
  - b. Navigate to the directory in which the `passwordEncoder.cmd` file is located (for example, `cd C:\Program Files\GCTI\iWDManager\passwordEncoder` where the `cd` command is used to change the directory).
  - c. Enter `passwordEncoder <unencoded password>` (for example, if the password is `genesys` you would type in `passwordEncoder genesys`).
  - d. The command-line window will display the encoded version of the password.
  - e. In the `ibd.properties` file, replace the unencoded version of the password string with the encoded version (`ibd.configDatabase.password=`).
  - f. Change the value of the `ibd.configDatabase.passwordEncoded` property to `true`.
  - g. Save the `ibd.properties` file.

## Before/After Encoding the `ibd.properties` File

Below are two sample files. The first shows an `ibd.properties` file before the password was encoded. The example shows the same file after the password was encoded.

In order for the password encoder to work, the JDK/JRE bin directory must be added to the PATH system environment variable. For example, if the JDK is installed in `C:\Java\jdk1.6.0_29` then `C:\Java\jdk1.6.0_29\bin` should be in the PATH system environment variable.

### Sample file with unencoded password

```
ibd.configDatabase.url=jdbc:sqlserver://ibd80vm;databaseName=ibdmanagerdb
ibd.configDatabase.username=genesys
ibd.configDatabase.password=genesys
ibd.configDatabase.passwordEncoded=false
ibd.configDatabase.driverClassName=com.microsoft.sqlserver.jdbc.SQLServerDriver
ibd.configDatabase.hibernateDialect=org.hibernate.dialect.SQLServerDialect
ibd.configDatabase.type=mssql
```

```
iwd.cfgServerHost=localhost
iwd.cfgServerPort=2020
iwd.cfgServerBackupHost=localhost
iwd.cfgServerBackupPort=2020
iwd.host=maestro_01
```

### Sample file with encoded password

```
iwd.configDatabase.url=jdbc:sqlserver://iwd80vm;databaseName=iwdmanagerdb
iwd.configDatabase.username=genesys
iwd.configDatabase.password=Z2VuZXN5cw==
iwd.configDatabase.passwordEncoded=true
iwd.configDatabase.driverClassName=com.microsoft.sqlserver.jdbc.SQLServerDriver
iwd.configDatabase.hibernateDialect=org.hibernate.dialect.SQLServerDialect
iwd.configDatabase.type=mssql
iwd.cfgServerHost=localhost
iwd.cfgServerPort=2020
iwd.cfgServerBackupHost=localhost
iwd.cfgServerBackupPort=2020
iwd.host=maestro_01.
```

### Important

You can use other Base64 encoders to encode your password as well. These can be found easily on the Web. One example is: <http://www.motobit.com/util/base64-decoder-encoder.asp>.

| Tomcat on UNIX=

## On Unix

## Purpose

To install the iWD Manager Application with Tomcat on the UNIX platform.

## Summary

Installation of iWD Manager saves the required database scripts in the working directory. These scripts must be run against the iWD Configuration database and the Interaction Server database.

## Prerequisites

- The web application server (such as Tomcat) is stopped.

- The iWD Configuration database is accessible.
- The computer on which the iWD Manager is going to be installed has network access to the computer that is hosting Genesys Configuration Server. Users of iWD Manager will be authenticated through Genesys

### Configuration Server.

- You have access rights to execute `install.sh`.

## Procedure

1. At the root, browse to the install directory and enter `./install.sh`.
2. When the following output is displayed., enter the required information, as indicated at each prompt.

### Important

In this procedure Tomcat is selected for the servlet container.

```
Installing iWD Manager, version 8.5.xxx.xx
Please select your servlet container type by number:
1. Tomcat
2. WebSphere
=>1
Please enter the full path to your
Tomcat installation =>/iwd85/iwd
Please specify the type of used Database Server:
1) MS SQL Server
2) Oracle Server
=>1
Please enter the Database Server hostname or IP address =>dbmssql
Please enter the Database name =>iwd850_config
Please enter the Database Server user name =>iwd
Please specify the Database Server user password =>
Please enter the Configuration Server Host Name =>mcr801
Please enter the Configuration Server Port =>2020
Please enter the Configuration Server Backup Host Name =>mcr801
Please enter the Configuration Server Backup Port =>9090
Please enter full path of the destination directory for installation
=>/var/iwd85/manager
Extracting tarfile: data.tar.gz to directory: /var/iwd85/manager
...
webapp/
...
webapp/WEB-INF/
webapp/WEB-INF/application.properties
webapp/WEB-INF/web.xml
webapp/WEB-INF/faces-config.xml
webapp/WEB-INF/lib/
webapp/WEB-INF/lib/hibernate.jar
webapp/WEB-INF/lib/packagedstatisticsdeprecated.jar
webapp/WEB-INF/lib/commons-lang.jar
webapp/WEB-INF/lib/commons-logging.jar
```

```
...
webapp/META-INF/MANIFEST.MF
Installation of iWD Manager, version 8.5.xxx.xx has completed
successfully.
```

| - | WebSphere on UNIX =

## On WebSphere

### Purpose

To install the iWD Manager Application with Websphere on the UNIX platform.

### Summary

Installation of iWD Manager saves the required database scripts in the working directory. These scripts must be run against the iWD Configuration database and the Interaction Server database.

### Prerequisites

- The Genesys configuration is accessible.
- The computer on which the iWD Manager is going to be installed has network access to the computer that is hosting Genesys Configuration Server. Users of iWD Manager will be authenticated through Genesys Configuration Server.
- You have access rights to execute `install.sh`.
- The default JDK must be set to version 7.

### Procedure

1. At the root, browse to the install directory and enter `./install.sh`.
2. When the following output is displayed., enter the required information, as indicated at each prompt.

#### Important

In this procedure WebSphere is selected for the servlet container. When asked to provide the destination directory, enter an arbitrary location. iWD Manager Java application and supporting files will be installed in

this directory.

```
Installing iWD Manager, version 8.5.xxx.xx
Please select your servlet container type by number:
1. Tomcat
2. WebSphere
=>2
Please specify the type of used Database Server:
1) MS SQL Server
2) Oracle Server
=>1
Please enter the Database Server hostname or IP address =>dbmssql
Please enter the Database name =>iwd85_configuration
Please enter the Database Server user name =>iwd
Please specify the Database Server user password =>
Please enter the Configuration Server Host Name =>mcr801
Please enter the Configuration Server Port =>2020
Please enter the Configuration Server Backup Host Name =>mcr801-1
Please enter the Configuration Server Backup Port =>2020
Please enter full path of the destination directory for installation
=>/var/iwd85/manager
Extracting tarfile: data.tar.gz to directory: /var/iwd85/manager
acme/

acme/.gitignore
...
config/iwdbp.wie
...
webapp/ui/images/services/activeMQService.gif
...
webapp/help/whxdata/whglo.xml
Installation of iWD Manager, version 8.5.xxx.xx has completed
successfully.
```

[-] iWD Manager Application Definition=

## Procedure

1. Navigate to **Configuration > Environment > Applications** and click **New**.
2. On the **General** tab:
  - a. Enter a name for the iWD Manager.
  - b. Select the application **Template**—this must of type iWD Manager.
  - c. **Version, Tenant** and **Is Application Server** boxes are pre-selected according to the template type.
  - d. **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
3. On the **Connections** tab, add a connection to the Interaction Server that your iWD Solution will use. If you need to:
  - a. Add the **Port ID** on the Interaction Server that iWD Manager will connect to.

- b. Specify the **Connection Protocol**: `simple` or `addp`.
  - c. Specify the **Local Timeout** and the **Remote Timeout**—These values are required only if you specified `addp` in Connection Protocol. This value specifies the heartbeat polling interval, measured in seconds, on a client side. This indicates how often the client application sends polling signals to the server application. To enable this functionality, specify any integer as the value.
  - d. Specify a Trace Mode—The connection trace mode used between a server and its client.
    - **Trace Is Turned Off**—Select if you do not want either the client or the server application to print ADDP-related messages in its log.
    - **Trace On Client Side**—Select if you want the client application to print ADDP-related messages in its log.
    - **Trace On Server Side**—Select if you want the server application to print ADDP-related messages in its log.
    - **Trace On Both Sides**—Select if you want both the client and server applications to print ADDP-related messages in their log.
  4. Specify **Transport Protocol Paramters**—Any text, usually `key=value` pairs, separated by a semicolon (;). This property is application-specific.
  5. Specify **Application Parameters**—Any text, usually `key=value` pairs, separated by a semicolon (;). This property is application-specific.
- The **Ports** tab lists communication ports used by the clients of an application to connect to a server. To support specific high-availability configurations, more than one server can be registered on the same port within the same host. Otherwise, do not assign the port number to any other server on the same host. Click **Add** to add a connection.
  - Ignore the **Options** tab.
  - Ignore the **Application Options** tab.
  - Click **Save** to save the Application object.

|-| Post-Installation Steps for WebSphere=

## Post-Installation Steps for WebSphere

After the installation of iWD Manager it is necessary to build the WAR archives and install them into WebSphere using Integrated Solutions Console.

## Building WAR archives for iWD Manager (Windows)

1. Browse to the directory which was specified during installation of iWD Manager and continue to subdirectory `\webapps`.
2. Launch the `iWD_Manager.bat` file. This will create the `iwd_manager.war` file.
3. Log in to Websphere Integrated Solutions Console.
4. Uninstall the existing iWD Manager applications, if they are present.

5. Install iWD applications, and select the prepared WAR files when prompted.
6. When installation is completed, adjust the order of classloaders for each installed iWD application. By default, classloader order is Parent first, then Application. iWD requires the order to be Application first, then Parent.
7. To change the order of the classloaders, in WebSphere Integrated Solutions Console, click on **Application**, click **Manage Modules**, click on **Module** (one per application), then change the classloader order to Application, then Parent.
8. Click **Save**.
9. From the installed application list:
  1. Click on the application.
  2. Click on the [JSP and JSF options] link.

### Important

When deploying on Websphere 8.x, the JSF implementation must be set to SunRI1.2 for the iwd\_manager application.

3. Select SunRI1.2 from the drop-down list.
  4. Click **Save**.
10. Start the application.

## Building WAR archives for iWD Manager (UNIX)

1. Browse to the directory which was specified during installation of iWD Manager and continue to subdirectory webapps/.
2. Launch the iWD\_Manager.sh file. This will create the iwd\_manager.war file The following output will be displayed:

```
bash-3.00# cd /var/iwd85
bash-3.00# ls
manager
bash-3.00# cd manager/webapps
bash-3.00# ls
iWD_Manager.sh iwd_manager
bash-3.00# ./iWD_Manager.sh
added manifest
...
adding: ui/lib/codepress/images/line-numbers.png(in = 16556) (out=
16556)(stored 0%)
bash-3.00#
```

3. Log in to WebSphere Integrated Solutions Console.
4. Uninstall the existing iWD Manager applications, if they are present.
5. Install iWD applications, and select the prepared WAR files when prompted.

6. When installation is completed, adjust the order of classloaders for each installed iWD application. By default, classloader order is Parent first, then Application. iWD requires the order to be Application first, then Parent.
7. To change the order of the classloaders, in WebSphere Integrated Solutions Console, click on **Application**, click **Manage Modules**, click on **Module** (one per application), then change the classloader order to Application, then Parent.
8. Click **Save**.
9. From the installed application list:
  1. Click on the application.
  2. Click on the [JSP and JSF options] link.

### Important

When deploying on Websphere 8.x, the JSF implementation must be set to SunRI1.2 for the iwd\_manager application.

3. Select SunRI1.2 from the drop-down list.
  4. Click **Save**.
10. Start the application.
- |<| Configuring Localized Help=

## Configuring Localized Help

### Changes to iwd.properties File

For both Tomcat and Websphere you must update the `iwd_manager\WEB-INF\classes\iwd.properties` file in order to enable the Help topics to display in the correct language. The language locales are defined as follows:

- de-de—German
- es-la—Spanish (Latin American)
- fr-fr—French (France)
- pt-br—Portuguese (Brazilian)
- zh-cn—Chinese (Simplified)

### Examples

#### English

---

1. iWD Help base URL

```
iwd.help.url=http://docs.genesys.com/Special:HelpLink/iWDManagerHelp?context=
```

2. iWD Help locale (language). Leave empty to use default (English).

```
iwd.help.locale=
```

3. iWD Help version. Leave empty to generate automatically. Examples:

```
#iwd.help.version=default  
#iwd.help.version=8.5.0  
iwd.help.version=
```

### German

1. iWD Help base URL

```
iwd.help.url=http://docs.genesys.com/Special:HelpLink/iWDManagerHelp?context=
```

2. iWD Help locale (language)

```
iwd.help.locale=de-de
```

3. iWD Help version. Leave empty to generate automatically. Examples:

```
#iwd.help.version=default  
#iwd.help.version=8.5.0  
iwd.help.version=
```

## Next Steps

- WebSphere—Rebuild and redeploy `iwd_manager.war` (using the procedure in **Post-Installation Steps for WebSphere**).
- Tomcat—Restart