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# iWD Deployment Guide

Configuring iWD Manually

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## Important

iWD Setup Utility is not supported in iWD 9.0.

## Procedure

1. Log in to GAX.
2. Go to **Administration > Installation Packages** and click **New**.
3. Check **Installation Package Upload (includes templates)** and click **Next**.
4. Click **Upload**, select the iWD Manager installation package and click **Finish**. Upload can take a few minutes. When it is completed you will see the uploaded iWD Manager installation package.
5. Go to **Configuration > Accounts > Capacity Rule** and create `iw_d_capacity_rule` (that is, one interaction of any type) in the tenant's **Script** folder.
6. Go to **Configuration > Switching > Places** and create `iw_d_place` for the `iw_d_admin` user.
7. Go to **Configuration > Accounts > Persons** and create the `iw_d_admin` user. In the `iw_d_admin` user, set the **Default Place** to `iw_d_place` and the **Capacity Rule** to `iw_d_capacity_rule`.
8. Go to **Configuration > Accounts > Access Groups** and create the `iw_d_access_group`. Add the `iw_d_admin` user in the **Members** tab.
9. Go to **Configuration > Accounts > Agent Groups** and create the IWD agent group. Add the `iw_d_admin` user to the **Agents** tab.
10. Go to **Configuration > Environment > Tenants** and in the **Permissions** tab assign Create, Read, Update, and Execute permissions to the `iw_d_access_group`.
11. Go to **Configuration > Accounts > Roles** and create the `iw_d_role`. In the **Assigned Privileges** tab, check all the required privileges from the `iWD` and `CfgiWDManager` groups. Then add role members (such as Persons or Access Groups) to the `iw_d_role`.
12. Go to **Configuration > Environment > Scripts**. Check that "`iWD Manager`" folder exists (create if not) and all permissions for the **EVERYONE** access group are granted for this folder.
13. Go to **Configuration > Environment > Scripts**. Ensure that **Environment** tenant is selected. Using breadcrumbs, navigate to one level above, that is from **Home > Scripts > Scripts to Home > Scripts**. Create a new item with name **iWD Audit** by clicking **More** and then **New Configuration Unit**. Once saved, select it, and click **Edit**. Go to the **Permissions** tab, add **SYSTEM** user (the one that is chosen to **Login As** by the GAX application object) and grant the Create, Read, Execute, Delete, and Propagate permissions.
14. Go to **Configuration > Routing/Digital > Transactions** and create the `Iwd_Package_List` object. Set the **Name** and **Alias** to `Iwd_Package_List`. In the **Options** tab create:
  - a. A section called `RulePackageList`.

- b. A key called <Solution runtime id>, with the value <GRAT package name>. For multiple rule packages, specify each Package Name separated by a comma—for example; <GRAT package1>, <GRAT package2>, <GRAT package3>
  - c. A **Transaction Type** with the value list.
- 4. Go to **Configuration > Routing/Digital > Transactions** and create Iwd\_Esp\_List object. Set the **Name** and **Alias** to Iwd\_Esp\_List. In the **Options** tab create:
  - a. A section called GREServerList.
  - b. A key called <Solution runtime id> with the value <GRE application name>.
  - c. A **Transaction Type** with the value list.
- 4. (Optional) If UCS will be used, create:
  - a. A section called ContactServerList.
  - b. A key called <Solution runtime id> with the value <UCS application name>
- 3. Import the iWD Business Process using the procedures described [here](#).
- 4. Activate the **Classification, Prioritization, Distribution, Mark Interaction as Done** and **Removal** strategies.
- 5. Go to **Configuration > Switching > DNs > Switches > <multimedia switch> > DNs** and create a virtual queue called iWD. Set its **Number** and **Alias** to iWD and its **Routing Type** to Default.
- 6. Configure the iWD Stat Extensions:
  - a. Extract the iWD Stat Extensions IP to a temporary folder (such as iwdstatext).
  - b. Copy ./iwdstatext/java/ext/\* to ../statserver/java/ext.
  - c. Copy ./iwdstatext/java/lib/\* to ../statserver/java/lib.
  - d. The following table provides possible values of the Stat Server configuration options. All information regarding Stat Server options is described [here](#).

**Important**  
When the Stat Adapter job is run, it rewrites the Stat Server options.

Section	Key	Value
statsserver	enable-java	true
	java-libraries-dir	./java/lib
	java-extensions-dir	./java/ext
java-config	jvm-path	<jdk install dir>/jre/lib/amd64/server/libjvm.so for Linux/ UNIX  <jdk install dir>\jre\lib\amd64\server\libjvm.dll for Windows
	java-extensions	BPR_iWD_Extension.jar

Section	Key	Value
java-extensions-bpr-iwd	dimension-mapping-1	Virtual Queue
	java-extension	BPR_iWD_Extension.jar
	java-extension-jar	BPR_iWD_Extension.jar
	jdbc-driver-jar	See <a href="#">JDBC driver JAR information</a> .
	jdbc-driver	See <a href="#">JDBC driver information</a> .
	jdbc-url	See <a href="#">JDBC URL information</a> .
	password	<iWD datamart password>
	refresh-interval	15
	service-id-1	STAT_1
	service-tenant-1	Resources
	user	<iWD datamart database user>
	verbose	debug
	virtual-queue-name-1	iWD_

5. Restart the Stat Servers.