Outbound Contact Deployment Guide

Installing on UNIX

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The only Outbound Contact component that can be installed on a UNIX operating system is Outbound Contact Server.

Installing OCS on UNIX

Start

1. On the Outbound Contact 8.1 CD, locate the directory for your UNIX vendor:
   `solution_specific/outbound_contact_server/<UNIX directory>`

2. Copy the directory into a temporary directory.

3. In the temporary directory, locate the `install.sh` shell script.

Note:	All files require permission to execute.

4. Run the script by executing the following command: `sh install.sh`

5. Type the host name of the computer on which Outbound Configuration Server will be installed, or press `Enter` to accept the default.

6. When/if prompted, enter the `host, network port, user name,` and `password` of Configuration Server.

7. When prompted, specify whether you want to use the Client Side Port option. Then specify the following parameters:

   - `Port`--Enter any free port number. (This is not the Listening port of the OCS application.)

   - `IP Address`--Enter the IP Address of the computer on which you are installing and running the OCS application. (The installation script will propose an IP Address for you to use.)

Note:	After selecting this option, the installation process will add the necessary command line arguments (`-transport-address` and `-transport-port`) for connecting to Configuration Server at the application startup.

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

9. Select the destination directory into which OCS will be installed.

10. When prompted, enter either 32 or 64 to specify the version that will be used.

11. Enter the full path to the license file.

12. After the installation process is complete, a message appears, indicating that the installation was successful.

End

Next Steps

- Set the Environment Variable for the xerces-c shared library.

Setting the Environment Variable for the xerces-c Shared Library

Purpose

- OCS on UNIX uses the `xerces-c` shared library. This library is copied to the same directory as the OCS executable by the installation program. Before OCS can be successfully started, you must provision the path to this library in your UNIX system.

Start

1. Review the following table to locate the name of the Environment Variable to be used with your operating system.

Environment Variables

Operating System	Environment Variable Name
AIX	LIBPATH
HP-UX 32-bit	SHLIB_PATH
HP-UX 64-bit	LD_LIBRARY_PATH
Linux	LD_LIBRARY_PATH
Solaris 32-bit	LD_LIBRARY_PATH
Solaris 64-bit	LD_LIBRARY_PATH_64

2. Set the Environment Variable.
   The following examples show how to set the Environment Variable if you are using C-Shell on Linux:

   - `setenv LD_LIBRARY_PATH /home/OCS:$LD_LIBRARY_PATH`

   - `setenv LD_LIBRARY_PATH .:$LD_LIBRARY_PATH`

3. If you use LCA and Solution Control Server to start OCS, you can use the following approach:

   a. After you install OCS, replace the Command Line property on the `Start Info` tab of the OCS `Application` object with the env UNIX command.

   b. At the beginning of Command Line Arguments field, insert the following string (see the table above for the correct Environment Variable name) followed by the executable file:
   `<Environment Variable Name>=<value>`
   The rest of the line should remain as it was set up during installation.
   Example 1:

      - Working Directory: /home/OCS

      - Command Line: env

      - Command Line Arguments: LD_LIBRARY_PATH=.:$LD_LIBRARY_PATH ./cmserver -host HostName -port 8100 -app "OCS_Name" -l "LicensePort@LicenceHost"

      Example 2:

      - Command Line Arguments: LD_LIBRARY_PATH=/home/OCS:$LD_LIBRARY_PATH ./cmserver -host HostName -port 8100 -app "OCS_Name" -l "LicensePort@LicenceHost"

End