Composer Help

Workflow Post Installation

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Contents

Workflow post installation steps are described below.

Tomcat

> **Important**
>
> Starting with Composer 8.1.561.35, only Tomcat 10.1.x are supported. Provide the Tomcat installed location and Composer installed location in Preferences. Use the button, **Update tomcat configuration** to switch between Tomcat versions and ports.

This step is necessary for both voice and routing applications. For Tomcat settings:

1. Select **Window** > **Preferences**, then expand **Composer** and select **Tomcat**. Starting with 8.1.420.14, Composer supports Tomcat 7. Composer installation adds the role for `manager-gui` to Tomcat configuration for callflows and workflows. The default username and password for the bundled Tomcat is `admin`. The username and password for manager-gui is `tomcat`.
2. Provide the same port number that you specified during installation. The default user name and password for the bundled Tomcat is admin.
3. To start Tomcat, click the  button on the main menu. If necessary, see Tomcat Service Failed to Start.

If you already have Java Composer Projects in the workspace and did not perform the Tomcat configuration earlier, perform the following steps to deploy the project on Tomcat:

1. From the Project Explorer, right-click on the Java Composer Project and select **Properties**.
2. Select **Tomcat Deployment** and click the **Deploy** button.

Note: This also needs to be done if a Java Composer Project is imported or renamed as well.

Also see: Configuring_Proxy_Settings_in_Tomcat.

Configuration_Server

Routing applications may be developed either:

- With a connection to Configuration Server
- Or in an offline mode, without connecting to Configuration Server

Whether or not to connect depends on what you wish to do. For example, you would need to connect to Configuration Server in order to access configuration objects through the Target block. You can connect to Configuration Server now or wait until strategy design time. To bring up the Connect

Configuration Server dialog box:

1. From the main menu, select **Configuration Server > Connect**. Or select from the toolbar. Or use the keyboard shortcut: Alt+I+C. (To disconnect, keyboardshortcut is: Alt+I+D).
2. Enter **Username**, **Password**, **Application**, **Host**, and **Port** information for the Configuration Server used in your environment.
3. Enter the **Client Port Range**. When connecting to Configuration Server, Composer will attempt to find an unused client-side port within the specified range to establish the connection.
4. Select **Use Secure connection** for Transport Layer Security (TLS) when connecting to Configuration Server.
5. Click **Next:**

    - If authentication with the supplied User Name and Password is unsuccessful, Composer displays informational text in a Configuration Server Connection Error dialog box.
    - If a secure connection cannot be made, or if Transport Layer Security is not configured, a Configuration Server Connection Error dialog box appears.

In both of the above scenarios, click the **Details** button for more information.

1. Select the **Tenant**. For a single-tenant environment, select **Resources**.
2. Click **Finish.** Composer can now access Configuration Server data during validation (if configured to do so) and other operations.

Notes:

- You can configure an inactivity timeout for the connection to Configuration Server as well as the time for the timeout warning dialog. For information on these features, see the *Genesys Security Deployment Guide*.
- For making live calls, you must manually configure the Routing Point in the Configuration Database as described in the chapter on creating SCXML-based strategies in the *Universal Routing 8.1 Deployment Guide*. You must also configure other Universal Routing Server options as described in that guide.
- Routing applications are not stored in Configuration Server as in 7.x and earlier. They are stored in the Workspace that you specify.

MIME_Types

MIME (Multipurpose Internet Mail Extensions) refers to a common method for transmitting non-text files via Internet e-mail. By default the SCXML MIME type is already configured in the Tomcat server bundled with Composer. If you are using the Internet Information Services (IIS) Application Server to deploy SCXML strategies, add the following MIME type extensions through the IIS Manager of your webserver:

.json	text/json
.scxml	text/plain
.xml	text/xml

Predefined_Statistics

There is an option to control whether or not to create Universal Routing Server predefined statistics. You will want to do this if you plan to route based on the value of a statistic (for example, statistic `StatTimeInReadyState`).

1. Select **Window** > **Preferences**.
2. Expand **Composer** > **Configuration Server**.
3. Check the box: **Create router predefined statistics** when connecting to Configuration Server.

Orchestration

In addition to specifying the HTTP request parameters, both Universal Routing Server (URS) and Orchestration Server (ORS) must be properly configured outside of Composer using Configuration Manager or Genesys Administrator. In addition to specifying HTTP request parameters, the URS configuration option strategy must be set to ORS. This ensures that URS is prepared to process interactions according to requests received from ORS. Important! if you have both Composer and IRD set up in the same environment, check in Interaction Routing Designer's Loading View that you have not loaded an IRD 7.x routing strategy on the same Route Point DN where the built-in strategy is loaded. This will create a conflict and cause your SCXML application not to launch.

Stream_Manager

Perform these steps in Configuration Manager or Genesys Administrator if using Stream Manager to play treatments via the Composer treatment blocks (such as PlaySound). After installing Stream Manager as described in the *Framework 7.6 Stream Manager Deployment Guide:*

1. Set up a SIP <Switching Office and a SIP Switch.
2. Set up a SIP T-Server with an association to the SIP Switch.
3. For your SIP T-Server, ensure that the sip-port option under the **TServer** section is unique in your environment.
4. Make sure there is a connection between your SIP T-Server and Stream Manager.
5. For Stream Manager options, in the **contact** section, make sure the SIP port is unique in your environment.
6. On your SIP Switch, create a DN of type Voice over IP Service to enable Stream Manager to properly play the treatments. For information on Stream Manager and the Voice over IP Server type DN, refer to the *Voice Platform Solution 8.1 Integration Guide.*
7. In the Annex tab of this DN, add a section called TServer with the following options:
    - Name: contact, Value: *:*<IP Address of Stream Manager>:<SIP Port of Stream Manager>
    - Name: service-type, Value: treatment

Optional

8. You may also need a DN of type Trunk for your SIP softphone. In the Annex tab, add a section called `TServer`.
    - Name: contact, Value:<IP address of where SIP softphone is running>

Defining Preferences

You can configure Preferences for SCXML-based routing applications now or later.

ORS_Debugger

You can configure Preferences for the ORS Debugger now or later. To set ORS Debugger preferences:

1. Select **Window** > **Preferences**, then expand **Composer** and select **Debugging.**
2. Specify the following settings:
    - **Network Interface**. Composer debugging uses this setting to make the socket connection for the Debugger control channel. Select the interface that is applicable to your scenario. The debugging server (GVP or ORS) must be able to access the Tomcat server, bundled as part of Composer, for fetching the Voice or Routing application pages. If you have multiple NIC cards of multiple networks (such as Wireless and LAN) select the interface on which GVP or ORS will communicate to your desktop. In case you are connected over VPN, select the VPN interface (such as PPP if connected via a Windows VPN connection).
    - Enter the **Name**, **Display Name**, and **IP Addresses**.
    - **Client Port Range**. Enter a port range to be used for connection to ORS for SCXML debugging sessions.
3. Expand **Debugging**, select **ORS Debugger**, and specify the fields below. You can change this information when creating a launch configuration.
    - **ORS Server Host Name**. Enter the IP address for the ORS Server.
    - **ORS Server Port**. Enter the debugger port for the ORS Server.This is defined in the ORS configuration as [scxml]:debug-port, and defaults to 7999. ORS must have `debug-enabled` set to `true`.

Note: New launch configurations are pre-populated with the above host name and port information, which can be changed.

- **Use Secure Connections**. Check to enable secure communications (SSL/TLS) between the Composer client and ORS, for SCXML debugging sessions. The connection between Composer and ORS is mutually-authenticated TLS if implemented on the ORS side. Note: As of the Composer 8.1.1 release date, this feature is not yet implemented on the ORS side.