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# eServices Deployment Guide

Installing Apache and Tomcat on Windows

12/13/2025

# Installing Apache and Tomcat on Windows

This section describes procedures for installing the Apache Web Server and the Tomcat web application container in a Windows environment. The installation packages for both Apache and Tomcat are included on your eServices 8.1 CD. If you are using Microsoft's Internet Information Server (IIS) as your web server, skip the instructions for installing Apache, proceed to the Tomcat instructions, and then use the steps in "Setting Up the JK1 Connector with IIS 6 or IIS 7" on page 66 for further configuration detail.

## Apache

### Installing Apache on Windows

Genesys provides the Apache Web Server with your eServices software. Look for it in the third-party applications portion of the installation CDs.

### Installing the Apache Web Server on Windows

1. Shut down any other web servers (such as IIS) on the machine where Apache is to run.
2. On the Interaction Management CD, go to the directory ThirdPartyApplications\Apache<release\_number>\Windows\binary. Find and double-click apache\_<release\_number>-win32-x86-no\_ssl.msi.
3. Click **Next** at the **Welcome** window.
4. Accept the license agreement, and click **Next**.
5. Click **Next** at the **Read This First** page.
6. At the **Server Information** prompt, enter the following information:
  - Network domain
  - Server name—Servers may have an external name that differs from the internal name. Be sure to use the right name for your situation.
  - Administrator's e-mail address.
  - Choose whether to run as a service. Keep the default if you want Apache running as a service; otherwise select the radio button to manually start and stop Apache.

Click **Next** to continue.

7. Choose a typical or custom install.
8. Choose a destination folder. Genesys recommends that you use a short path name, such as C:\ApacheGroup.

### Tip

Do *not* include any spaces in the folder name (for example, use ApacheGroup instead of Apache Group).

9. Click **Install**. The Installation Wizard uses the settings you specified to install and configure Apache.
10. Click **Finish**. The installation is complete.

### Important

Throughout this document, <APACHE\_HOME> represents the folder you define here for your Apache installation. During installation, a sub-folder named Apache2 may be created. If this is the case, <APACHE\_HOME> represents the folder you define here as well as the sub-folder Apache2 (C:\ApacheGroup\Apache2).

## Testing the Apache Web Server on Windows

1. From the Windows taskbar, select **Start > Programs > Apache HTTP Server <release\_number> > Control Apache Server > Start**.

### Important

If Apache is already running, then the Start command displays an error message. Continue with Step 2 to confirm that Apache is running correctly.

2. Open a web browser and go to Apache's host (http://<servername\_or\_IP>:80). If Apache is running correctly, you will see a white page with the message It works!

## Tomcat

## Installing Tomcat on Windows

Genesys provides the Tomcat web application container with your eServices software. Look for it in the ThirdPartyApplications folder of the installation CDs.

## Downloading and Installing the Java SDK

1. Determine the correct Java software development kit (SDK) for your system. For supported releases of Java SDK on Windows, Solaris, Linux, and AIX systems, see the [Genesys Supported Operating Environment Reference Guide](#).
2. Select one of the URLs from the list below, according to your system. Paste the URL into your browser, replacing <release\_number> with 1.5.0, or the supported release number that you found in Step 1.
  - Solaris—[http://java.sun.com/j2se/<release\\_number>/install-solaris.html](http://java.sun.com/j2se/<release_number>/install-solaris.html)
  - Linux— [http://java.sun.com/j2se/<release\\_number>/install-linux.html](http://java.sun.com/j2se/<release_number>/install-linux.html)
  - Windows— [http://java.sun.com/j2se/<release\\_number>/install-windows.html](http://java.sun.com/j2se/<release_number>/install-windows.html)
  - AIX— <http://www-1.ibm.com/support/docview.wss?rs=180&context=SSEQTP&uid=swg24006713>
3. Make sure the JAVA\_HOME environment variable points to the directory where Java SDK is located. For example, on Solaris it might be this path:

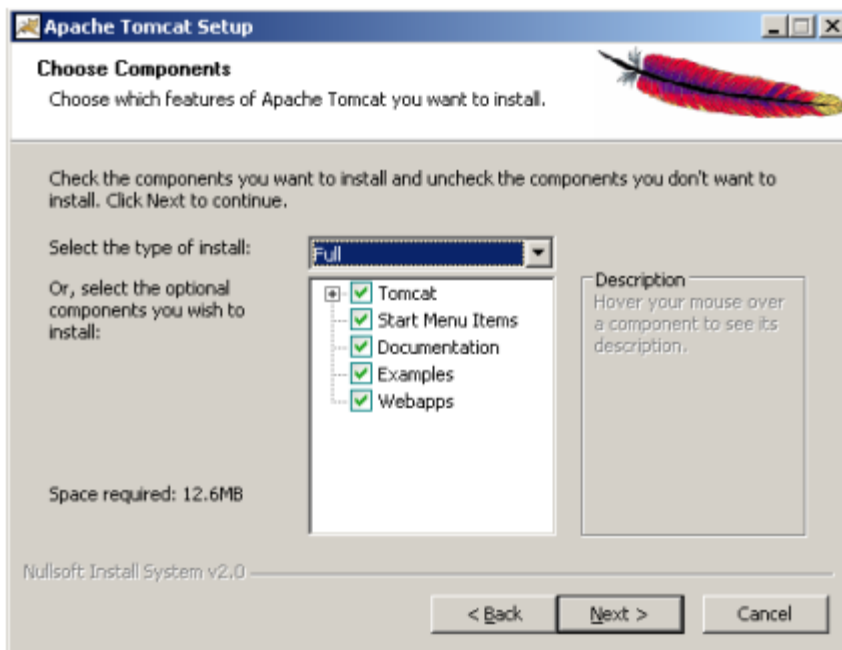
```
JAVA_HOME=/usr/local/jdk1.5.0_22
export JAVA_HOME
```

Or for Windows, set the JAVA\_HOME environment variable to something like

```
c:\jdk1.5.0_22
```

## Installing the Tomcat Web Application Container on Windows

1. On the eServices Interaction Management CD, go to the directory ThirdPartyApplications\Tomcat\_Servlet<release\_number>\Windows\binary. Find and double-click apache-tomcat-<release\_number>.exe.
2. At the **Welcome to the Apache Tomcat Setup Wizard** window, click **Next**.
3. Click **I Agree to accept the license agreement**.
4. At the **Installation Options** window, select Full from the **Select type of install** drop-down list.



5. Click **Next** to continue.
6. At the **Choose Install Location** window, enter a path to your Tomcat installation location, and click **Next**.

### Warning

Do *not* include any spaces in the folder name (for example, use Tomcat6 instead of Tomcat 6).

7. Specify the **HTTP/1.1 Connector Port** and **Administrator Login** details for your Tomcat installation, and click **Next**.

### Tip

For the **HTTP/1.1 Connector Port**, you can use the default value of 8080.

8. Confirm the location of your Java SDK, and click **Install**. The Installation Wizard uses the settings you specified to install and configure Tomcat.
9. Click **Finish**. The installation is complete.
10. Verify the values of the following environment variables (**Start/My Computer/Properties/Advanced/Environment Variables**), or create them if they do not already exist:

- CATALINA\_HOME—Your Tomcat installation directory.
- JAVA\_HOME—Your JDK base directory, see Downloading and Installing the Java Software Development Kit.

### Important

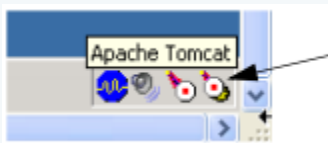
Throughout this document, <CATALINA\_HOME> represents the base directory of your Tomcat installation.

## Testing the Tomcat Installation on Windows

If they exist, you should always start and stop Tomcat using the batch files <CATALINA\_HOME>\bin\startup.bat and <CATALINA\_HOME>\bin\shutdown.bat. Using shutdown.bat to stop Tomcat stops the executable and also closes various files that would otherwise remain open.

### Tip

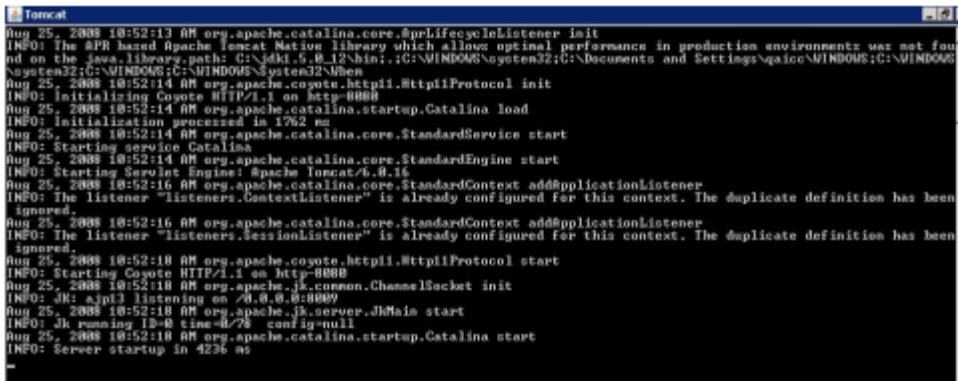
If there are no batch files, use the Tomcat Monitor (visible as an icon in the system taskbar) to start and stop Tomcat.



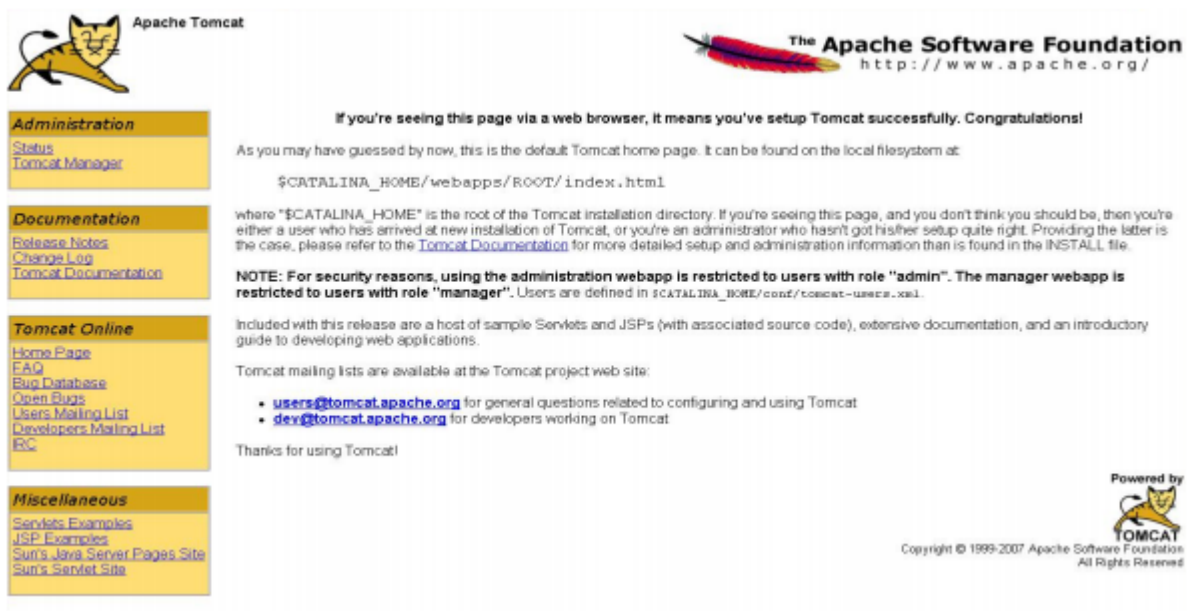
You can find an icon for the Tomcat Monitor in the system taskbar: To start or stop Tomcat, right-click the **Tomcat Monitor** icon and select your

action: **Start service**, **Stop service**, and so on.

1. Verify that Apache is already running.
2. Start Tomcat using <CATALINA\_HOME>\bin\startup.bat. If Tomcat is running correctly, you will see a console window.



3. Further test the Tomcat installation by opening a browser to `http://localhost:8080`. You should see following, or something similar, web page displayed.



4. Shut down Tomcat. Use shutdown.bat if it exists, or press **Ctrl+C** from the console window if the batch file does not exist.
5. Shut down Apache. Select **Start > Programs > Apache HTTP Server <release\_number> > Control Apache Server > Stop**.

# Java Software Development Kit

## Downloading and Installing the Java SDK

1. Determine the correct Java software development kit (SDK) for your system. For supported releases of Java SDK on Windows, Solaris, Linux, and AIX systems, see the [Genesys Supported Operating Environment Reference Guide](#).
2. Select one of the URLs from the list below, according to your system. Paste the URL into your browser, replacing <release\_number> with 1.5.0, or the supported release number that you found in Step 1.
  - Solaris—[http://java.sun.com/j2se/<release\\_number>/install-solaris.html](http://java.sun.com/j2se/<release_number>/install-solaris.html)
  - Linux— [http://java.sun.com/j2se/<release\\_number>/install-linux.html](http://java.sun.com/j2se/<release_number>/install-linux.html)
  - Windows— [http://java.sun.com/j2se/<release\\_number>/install-windows.html](http://java.sun.com/j2se/<release_number>/install-windows.html)
  - AIX— <http://www-1.ibm.com/support/docview.wss?rs=180&context=SSEQTP&uid=swg24006713>
3. Make sure the JAVA\_HOME environment variable points to the directory where Java SDK is located. For example, on Solaris it might be this path:

```
JAVA_HOME=/usr/local/jdk1.5.0_22  
export JAVA_HOME
```

Or for Windows, set the JAVA\_HOME environment variable to something like

```
c:\jdk1.5.0_22
```