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# eServices Deployment Guide

Deploying Genesys Web Applications for WebSphere on AIX, Solaris, or Windows

# Deploying Genesys Web Applications for WebSphere on AIX, Solaris, or Windows

In eServices 8.1, you can use the IBM WebSphere Application Server in AIX, Solaris, and Windows deployments.

After configuring and installing eServices as outlined in [Deploying eServices in Windows Environments](#) and in [Deploying eServices on UNIX Hosts](#), you need to enable your WebSphere deployment to use the Web API Server and the Multimedia 8.1 Samples.

For AIX deployments, WebSphere is the only supported web server. For Windows deployments, Web API Server 8.1.0 can work with WebSphere, Apache/Tomcat or IIS/Tomcat platforms. For Solaris, however, you can use WebSphere, Apache/Tomcat, or WebLogic in your deployment.

## [+] Prerequisites

### Prerequisites

This section assumes that you have your WebSphere environment ready to go, and that you have completed the model setup. The steps outlined in this section use values you entered for that model installation.

## [+] Environment

### Environment

This document refers to the root directory for IBM WebSphere as <WEBSPPHERE\_HOME>. The root directory for the IBM HTTP Server, an Apache-based Web Server, is <IHS\_HOME>. <MCR\_API\_EAR> represents the base directory of your MCR\_API\_EAR.ear file location. A sample directory structure in this case might be:

```
<WEBSPPHERE_HOME>/AppServer/profiles/AppSrv01/installedApps/DefaultNodeC_ell/  
MCR_API_EAR.ear.
```

## [+] Procedure: Installing Genesys web applications for WebSphere on AIX or Solaris

### Procedure: Installing Genesys web applications for WebSphere on AIX or Solaris

1. Run the `install.sh` script for Web API Server for WebSphere.
2. Enter the name of the host on which you are installing Web API Server.

3. If you have not specified configuration information using a Wizard, you are prompted to enter the following login information for your Configuration Server:

- Host
- Port
- User
- Password

4. Enter the backup Configuration Server host and port.

5. Specify which application to install.

6. Select the code page (the character set pair for processing requests from computers with different locale settings).

7. Enter the fully qualified host name where Co-Browsing Server is installed.

8. Enter the Configuration Server tenant name.

9. Press **Enter** to confirm the destination directory, and to begin the installation.

### Next Steps

- Deploy Genesys web applications for WebSphere. See Procedure: Deploying Genesys web applications for WebSphere on AIX, Solaris, or Windows, below.

## [+] Procedure: Deploying Genesys web applications for WebSphere on AIX, Solaris, or Windows

### Procedure: Deploying Genesys web applications for WebSphere on AIX, Solaris, or Windows

The following procedures apply to WebSphere version 6.1.0.21. For other versions of WebSphere, variations may occur.

1. Launch your WebSphere Application Server.

2. Login to the Administrative Console (typically using the address `http://<yourhost>:9060/ibm/console`) and proceed to the main page.

3. In the left frame of the main page, click `Applications > Enterprise Applications`.

4. After the Enterprise Application page opens, in the right frame, select `Default Application`, and then click **Stop**.

### Important

Tip: You must click **Stop**, because the WebSphere default application shares the same context root as the one you created in your EAR project.

5. After the page refreshes, in the left frame, click **Applications > Install New Application**.
6. The Install New Application page opens. In the right frame in the Remote File System area, enter the full path to the MCR\_API\_EAR.ear file that was prepared when you ran the installation package script. Click **Next**.

### Important

Tip: If you experience difficulties, check access permissions for your UNIX user account as it applies to the .ear file.

7. At the Step 1 page in the left column, retain all defaults, or change the Application Name value (retaining defaults for the remaining fields), and click **Next**.
8. At the Step 2 page in the left column, select your web and application servers from the Clusters and Servers drop-down list, and then click **Apply**. Click **Next**.
9. At the Step 3 page in the left column, review the summary of your install options. If it is correct, click **Finish**. Otherwise, click **Previous** to return to an earlier page and make any necessary changes.

After a few moments, you will receive a message notifying you that the installation was successful.

10. Click the **Save to Master Configuration** link in the middle of the right frame.
11. If you are using the IBM HTTP Server to provide frontline access to WebSphere, you must also do the following:
  - a. In the left frame, click **Servers > Web Servers**.
  - b. In the right frame select your web server. Click **Generate Plug-in**. You will see the Update web server plug-in configuration confirmation page.
  - c. Update the web server configuration file to accommodate the specifics of your deployment. To do this, locate the <IHS\_HOME>/conf/httpd.conf file and add following text (one for each web project, with your environment's specifics), indicating a virtual root, to the end of it: Alias /AgentCoBrowse810 "<MCR\_API\_EAR>/WebAPI812.war/AgentCoBrowse810" Alias /WebAPI812 "<MCR\_API\_EAR>/WebAPI812.war"
  - d. Save the http.conf file.
  - e. Restart the IHS Web Server.
12. If needed, create a special text file and update the web.xml configuration file to read parameters from this special file. See "Configuration and Installation on Windows," Installing eServices Components, Procedure: Specifying properties in a special file for passing initialization parameters to

the Load Balancer Servlet, for details.

13. Specify system variables for passing initialization parameters to the Load Balancer Servlet. Do this if you want Web API Server to use system variables instead of, or in addition to, the parameters that are specified in the `web.xml` configuration file. See "Configuration and Installation on Windows," Installing eServices Components, Procedure: Specifying system variables for passing initialization parameters to the Load Balancer Servlet, for details.

14. Back in WebSphere, in the left frame, go to Applications > Enterprise Applications.

15. At the Enterprise Applications page, in the right frame, select your Web API Server EAR application and click **Start**. The status arrow next to your EAR application should change to green.

### Next Steps

- Test the WebSphere installation. See Procedure: Testing the WebSphere installation on AIX, Solaris, or Windows, below.

## [+] Procedure: Testing the WebSphere installation on AIX, Solaris, or Windows

### Procedure: Testing the WebSphere installation on AIX, Solaris, or Windows

**Purpose:** Use the Genesys MCR 8.1 Platform SDK Java Samples Pages to test your IBM WebSphere deployment.

1. Launch the IBM HTTP Server.
2. Enter the following address in your browser: `http://<yourhost>/WebAPI812/` The Multimedia 8.1 Platform SDK Java Start page opens.
3. Select the Samples based on Java API link. The samples page opens. If you can access and work with those sites, you have successfully performed the installation.

### Next Steps

- You have completed all the actions required to deploy Genesys web applications for WebSphere for AIX, Solaris, or Windows.

### Important

For information about deploying on Solaris with Tomcat or WebLogic, see the following sections:

- [Deploying Third-Party Web Applications](#), "Configuring Apache and Tomcat for Linux or

Solaris."

- [Deploying Third-Party Web Applications](#), "Deploying Genesys Web Applications for WebLogic on Solaris."

### Important

For instructions on how to configure and install Genesys Web API Server see the Web API Server sections of the following procedures:

- [Model Configuration and Installation on Windows](#) , "Procedure: Configuring eServices objects using the wizard."
- [Model Configuration and Installation on Windows](#) , "Procedure: Performing an integrated installation of all eServices servers."

### Important

For information about deploying on Solaris with Tomcat or WebLogic, see the following sections:

- [Deploying Third-Party Web Applications](#), "Configuring Apache and Tomcat for Linux or Solaris."
- [Deploying Third-Party Web Applications](#), "Deploying Genesys Web Applications for WebLogic on Solaris."