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eServices Deployment Guide

Deploying eServices in Windows Environments

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Deploying eServices in Windows Environments

This section describes how to install the eServices components in your Windows environment.

Tip

In previous eServices releases, some components required Java Environment and Libraries for eServices and UCS (JELEU), which was supplied as part of eServices. Starting with the 8.5 release, JELEU is no longer required.

For your own deployment, be sure to use the [Configuration Worksheet](#) to help you plan the specifics of your solution.

Deployment Steps

Prerequisites

The following table describes the prerequisite components required before you install your eServices solution.

Type of Component	Component Used
Operating System	A supported Windows environment.
Web Server	Apache Web Server
Web Application Container	Tomcat
E-mail (POP3) Server	Third-party email server
Java Environment	Java Runtime Environment (JRE). For supported versions, see the Genesys Supported Operating Environment Reference Guide .
Database Server	For supported databases, see the Genesys Supported Operating Environment Reference Guide .
Licence Server	License Server 9.5; License File: 7260@ESHost.eServices 8.1 also supports FLEXNet Publisher v11.9 License Manager.
Management Framework Components	See the Management Framework documentation for information about installing and configuring the components.
Stat Server	See the Stat Server documentation for installation

Type of Component	Component Used
	and configuration instructions.
Universal Routing Server	See the Universal Routing documentation for installation and configuration instructions.

Create Host

If you plan on installing eServices on the same computer as Genesys Framework, you should already have a Host object created and available for your eServices deployment. However, if you have not already done so, or if you want to install eServices on a different computer than Framework, create the Host object in the Configuration Layer for the machine that will host your model environment.

Create the Databases

Create three databases in your SQL Server RDBMS. Two of these will accommodate Universal Contact Server contact information, and the other will handle Interaction Server's one table for tracking transient data. You will use the names of these databases during your creation of eServices Database Access Points (DAPs). After configuration and installation, you will run scripts against these databases to make them available to Genesys servers.

Important

For DB2 RDMS users, before running your database scripts, you need to create an additional table space with a corresponding buffer pool page size of at least 8 KB.

Install and Start Interaction Workflow Samples

Install and run this component first to create various configuration objects that you will need when installing the rest of eServices.

Post Deployment Steps

Finishing the eServices Deployment on Windows

Creating Databases and Running Scripts

If you have not already done so, create the databases for Interaction Server and Universal Contact Server. For UCS, you may also want to create an Archive database to store older UCS data and ease storage in the Main UCS database.

Running the Database Scripts

1. At the starting directory for each component, locate the SQL script folder:

- Interaction Server—Script
- Universal Contact Server—sql-scripts

2. Run the database scripts for each component.

- UCS has two scripts. First run `ucs_drop_<dbname>.sql`; this deletes any existing tables and indexes in the UCS database. Then run `ucs_<dbname>.sql`.

Important

Only one Universal Contact Server database pair (Main and Archive) is allowed per Tenant.

- Interaction Server has a single script file.

Verifying Connections

At this point in the eServices installation process, you must update the configuration settings for some components before continuing. See the [Connections Table](#) for a list of connections that must be set in the Configuration Layer. Refer to the [eServices Options Reference](#) for information on option settings.

1. In Configuration Manager or Genesys Administrator, verify that the required connections have been made in the eServices Application objects.
2. Add a connection from Stat Server to Interaction Server, or to Interaction Server Proxy (see "Interaction Server Proxy as Reporting Bus").
3. Add a connection from Universal Routing Server to Interaction Server.

Interaction Server Proxy as Reporting Bus

You can connect Stat Server to Interaction Server Proxy rather than directly to Interaction Server. This can be advantageous if you are running multiple Stat Servers. To do this,

- Deploy Interaction Server Proxy.
- Wherever this Guide speaks of connecting Stat Server to Interaction Server, instead make the connection to Interaction Server Proxy