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eServices Deployment Guide

Manual Deployment of UCS

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Contents

- 1 Manual Deployment of UCS
 - 1.1 Creating or Editing the UCS Application Object
 - 1.2 Creating or Editing the UCS Manager Application Object
 - 1.3 Installing UCS on Windows
 - 1.4 Installing UCS on AIX, Solaris, or Linux
 - 1.5 Installing UCS Manager
 - 1.6 Configuration Server access permissions

Manual Deployment of UCS

This chapter describes procedures for manual configuration and installation of UCS and UCS Manager.

Creating or Editing the UCS Application Object

Prerequisites

- UCS requires one database (the main database). It can optionally use a second (archive) database to store older UCS data and ease storage in the main database.

Procedure

1. Create the main and (optional) archive databases if you have not already done so. See also [Creating Databases and Running Scripts](#).
2. Run the SQL script located in the `sql_scripts` folder of the UCS starting directory.
3. Create a Database Access Point (DAP) for the main database. Create a second DAP for the archive database if you have one. Use the JDBC connection type.
4. Create a UCS Application object if it does not already exist.
 - a. Import the UCS application template from the Interaction Management CD.
 - b. Create a new Application object based on the template.
5. Open the **Properties** dialog box of the Application object.
6. On the **Server Info** tab, enter the host name and communication port.
7. On the **Start Info** tab, enter the working directory.
8. On the **Connections** tab, add connections to:
 - Message Server
 - Stat Server
 - The two DAPs that you created in Step 3.Click **Apply**.
9. On the **Security** tab, in the **Log On As** area, select the **This Account** check box, and then select a Person or Access Group with privileges that are high enough to include write permission.
10. On the **Options** tab, ports section, specify for the option `ucsapi` a valid network port number that UCS will use for connections from Java clients.

Creating or Editing the UCS Manager Application Object

1. Create a UCS Manager Application object if it does not exist.
 - a. Import the UCS Manager application template from the Interaction Management CD.
 - b. Create a new Application object based on the template.
2. On the **Connections** tab, add a connection to UCS and click **Apply**.

Installing UCS on Windows

Prerequisites

- The UCS Application object has been configured.
- The Interaction Management CD.

Procedure

1. Locate the Setup.exe for Universal Contact Server (available on the Interaction Management CD).
2. Double-click Setup.exe.
3. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
4. Select the appropriate UCS Application object from the list.
5. Click **Install**.

Installing UCS on AIX, Solaris, or Linux

Prerequisites

- The UCS Application object has been configured.
- The Interaction Management CD.

Procedure

1. Locate the `install.sh` file for Universal Contact Server.
2. Start the installation script with the command `>install.sh`.
3. Provide the absolute path to the directory containing the Java executable.
4. Press **Enter** to confirm the host name for the installation.
5. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
6. From the list of applications, select one and enter its number in the list.
7. Press **Enter** to confirm the suggested destination directory, or choose another one.
8. Answer other questions, if required.

Installing UCS Manager

Prerequisites

- The Universal Contact Server Manager Application object has been configured.
- The Interaction Management CD.

Procedure

1. Locate and double-click `Setup.exe` for UCS Manager on the Interaction Management CD.
2. Click **Next**.
3. Enter or browse to the location of the destination folder. Click **Next**.
4. Select JDK version in the list. Click **Next**.
5. Click **Install**.
6. Click **Finish**.

Important

To run UCS Manager with Open JDK 11,

- Add to the [UCS Manager directory]/lib directory libraries:
 - jaxb-api-2.3.0.jar
 - jaxb-core-2.3.0.jar
 - jaxb-impl-2.3.0.jar
 - activation-1.1.1.jar
- Add the following to the **[UCS Manager directory]/ucsmanager.bat** file:
 - set JAVA_LIB=%LIBDIR%/jaxb-api-2.3.0.jar;%LIBDIR%/jaxb-core-2.3.0.jar;%LIBDIR%/jaxb-impl-2.3.0.jar;%LIBDIR%/activation-1.1.1.jar;
- Add the JAVA_LIB variable to COMP_CLASSPATH:
 - set
COMP_CLASSPATH=%UCSMANAGER%;%UNILogin%;%ICCLIB%;%JBCL%;%LOG4J%;%GENESYS%;%JAV

Configuration Server access permissions

UCS requires the following access permissions:

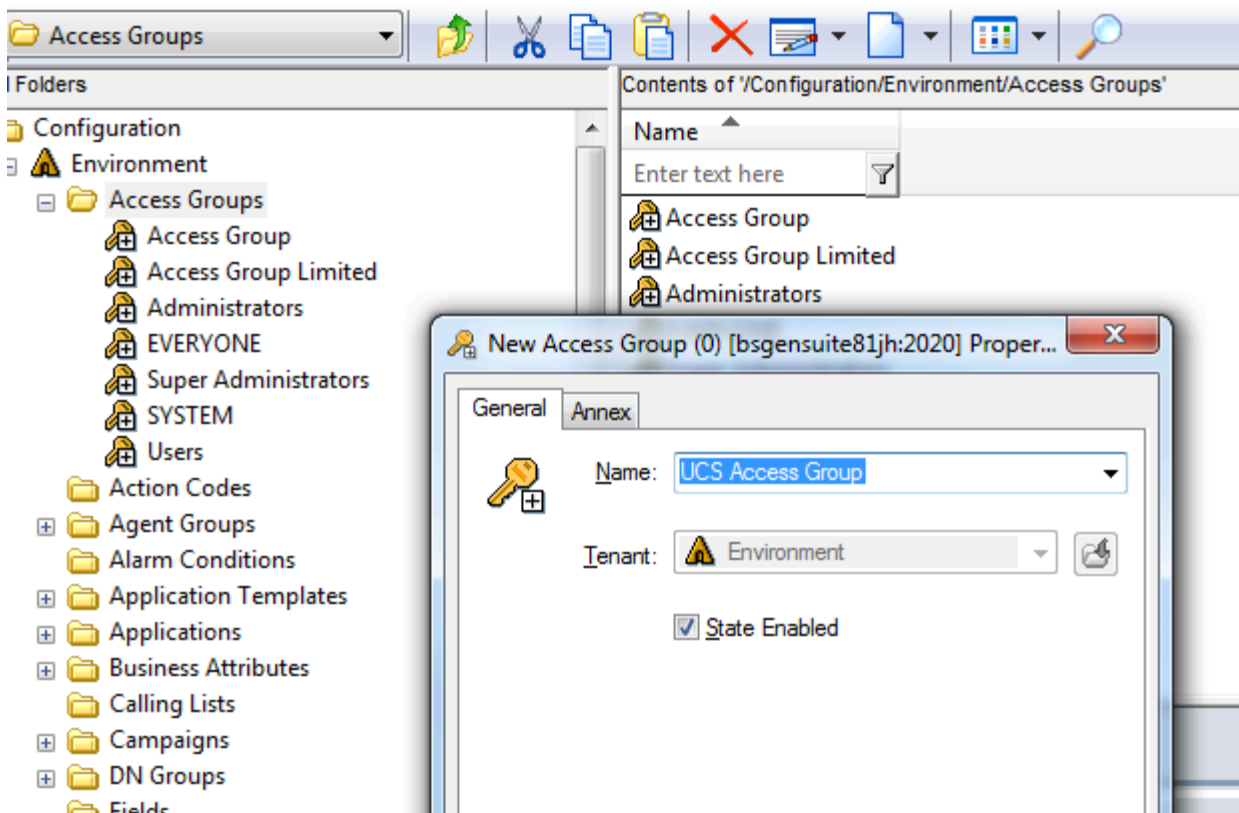
- Read permission for the Environment tenant and any other tenants configured in the UCS application.
- Full Control permission to the **Category Structure** and **Screening Rules** business attributes.

To prevent overwriting of object permissions, you must apply permissions to higher-level objects first (for example, at the tenant level) before applying permissions to lower-level objects.

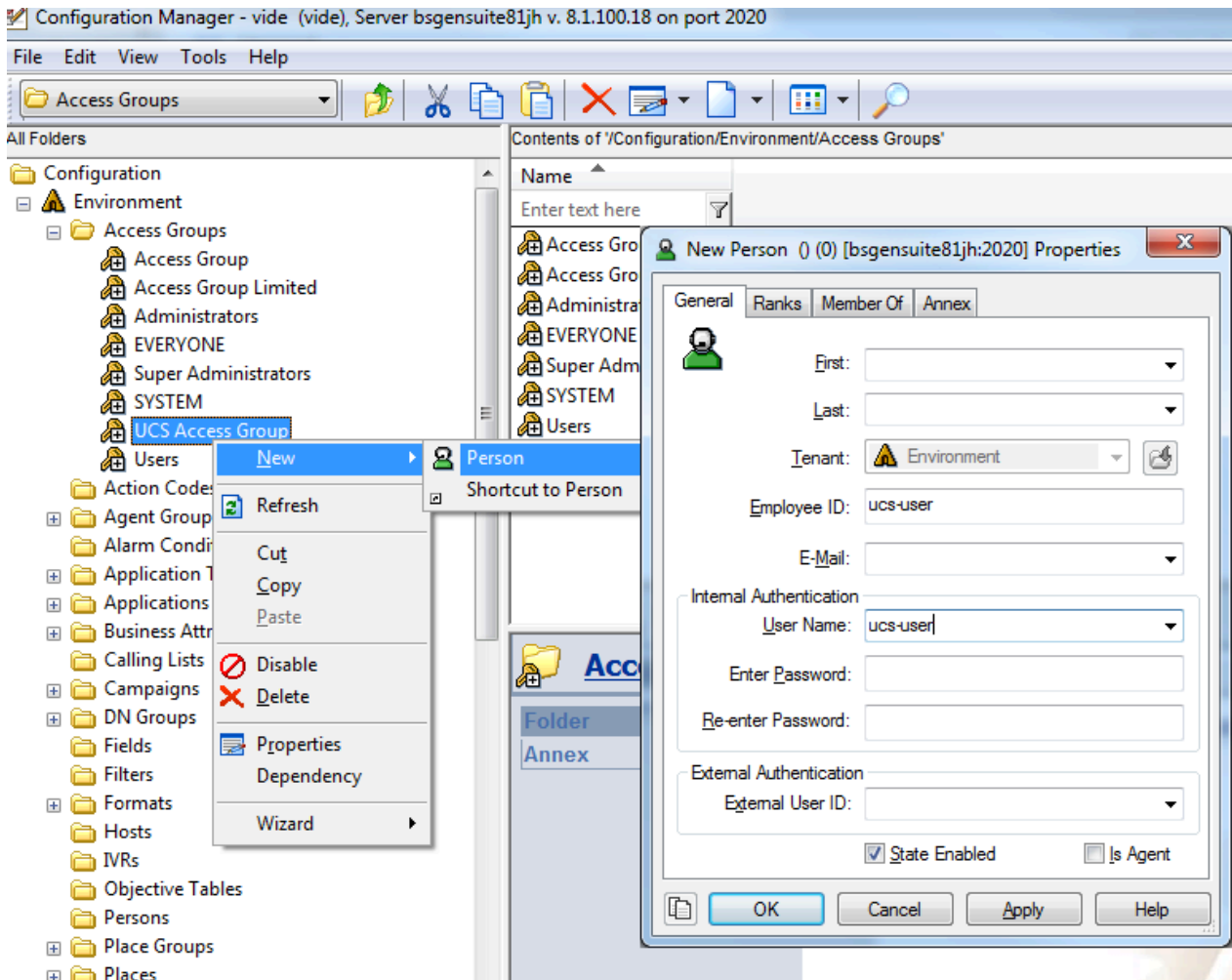
Open Configuration Manager and refer to the steps below for more information.

Environment tenant

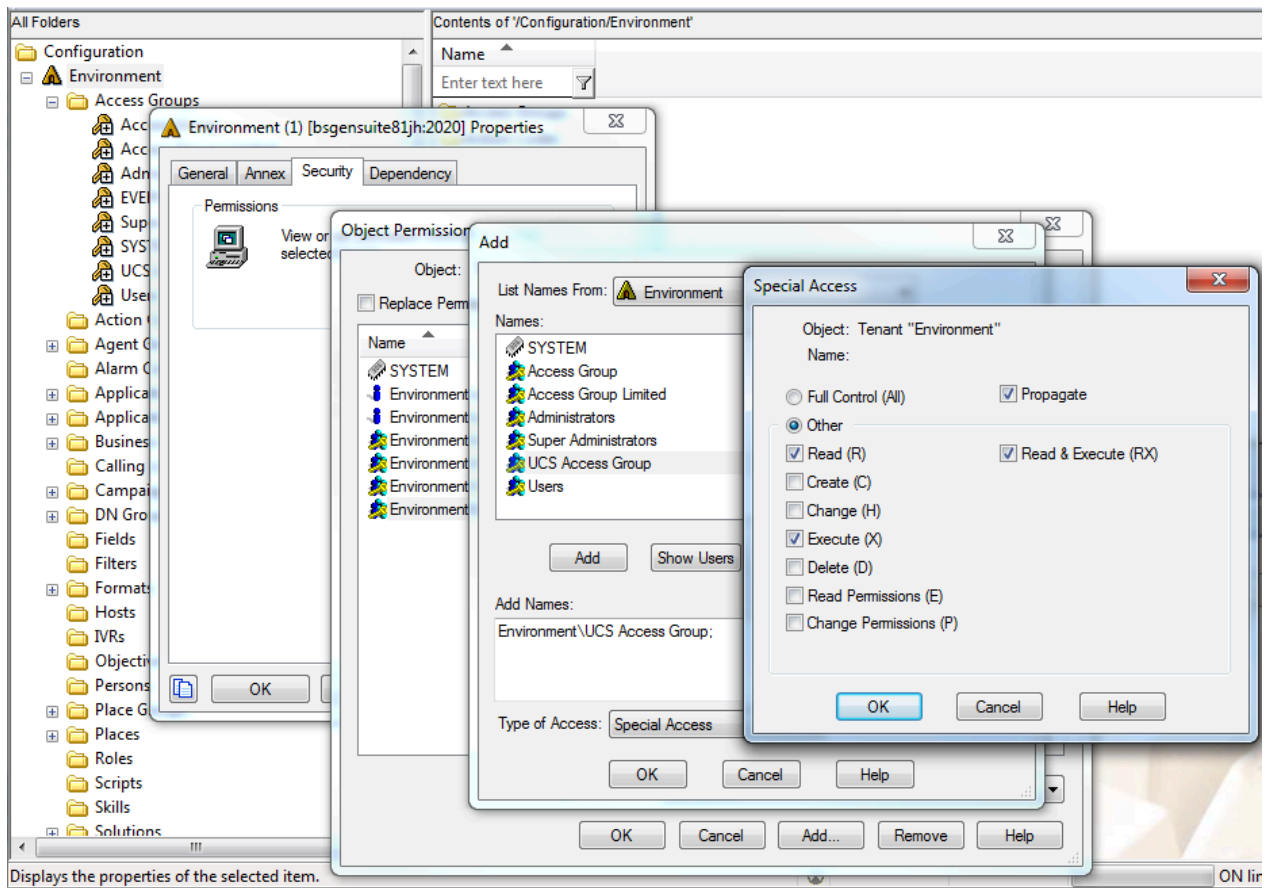
1. Create an access group.



2. Open the access group you created and create a user.

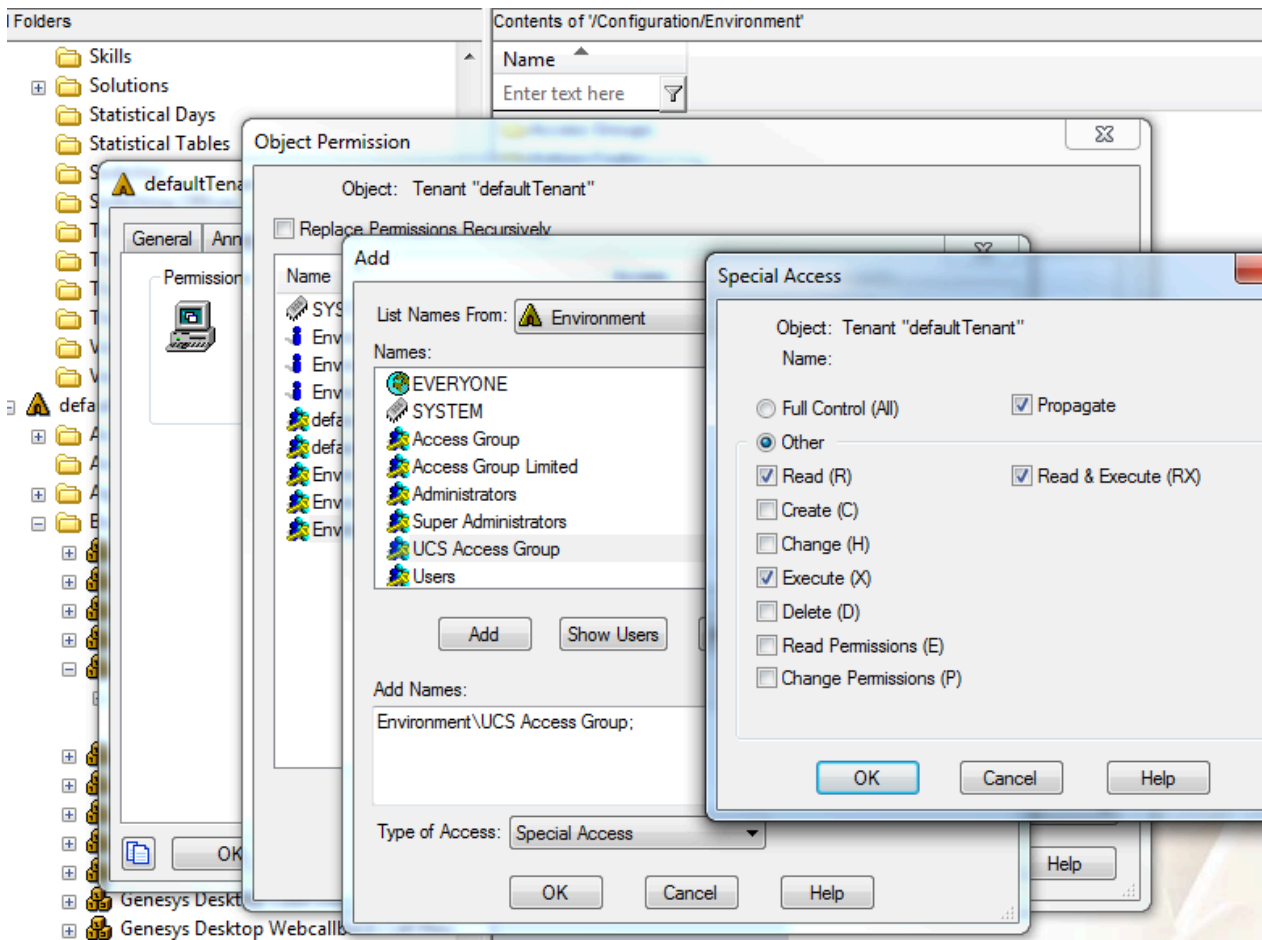


3. Assign Read and Execute (RX) permissions to the Environment tenant.

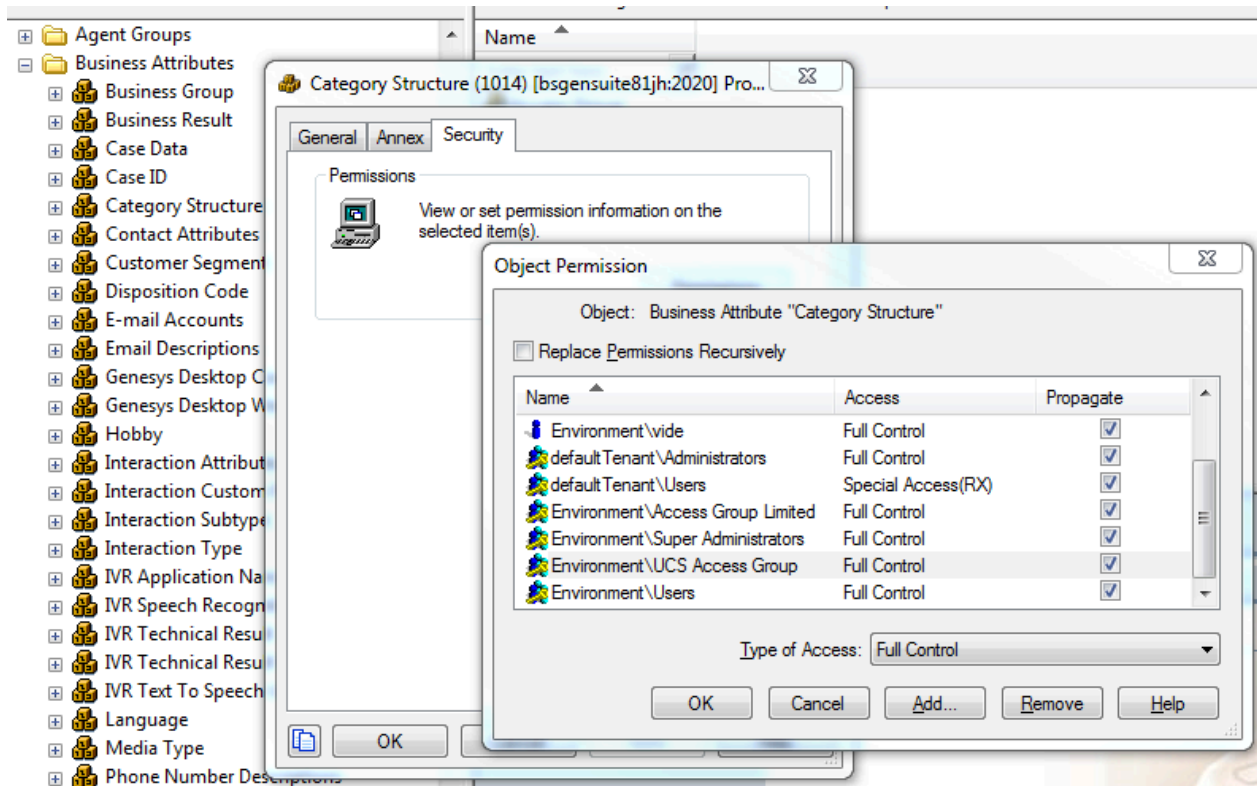


UCS tenants

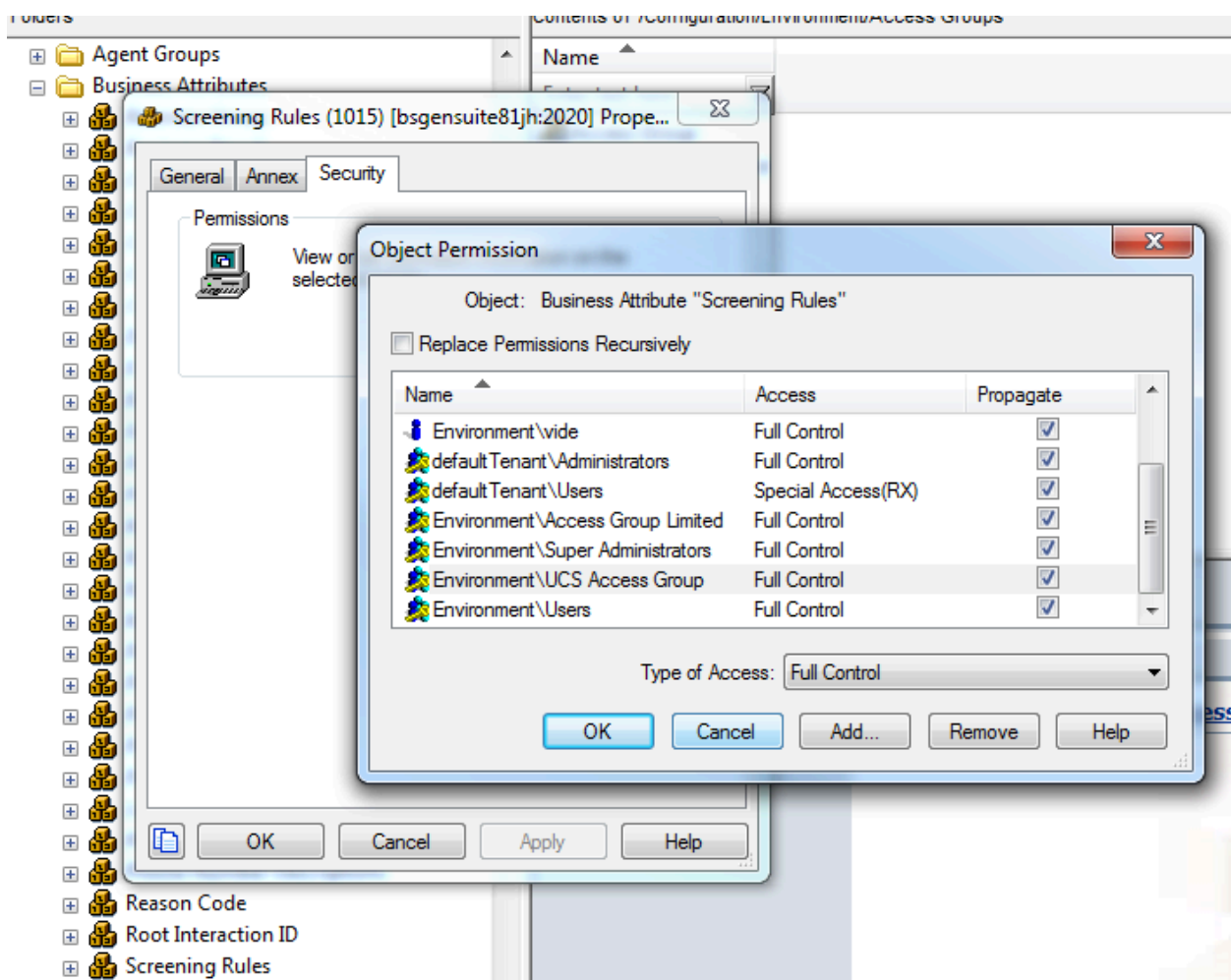
1. Assign Read and Execute (RX) permissions to the tenants configured in the UCS application.



2. Assign Full Control permission to the **Category Structure** business attribute. Ensure all **Propagate** check boxes are selected.



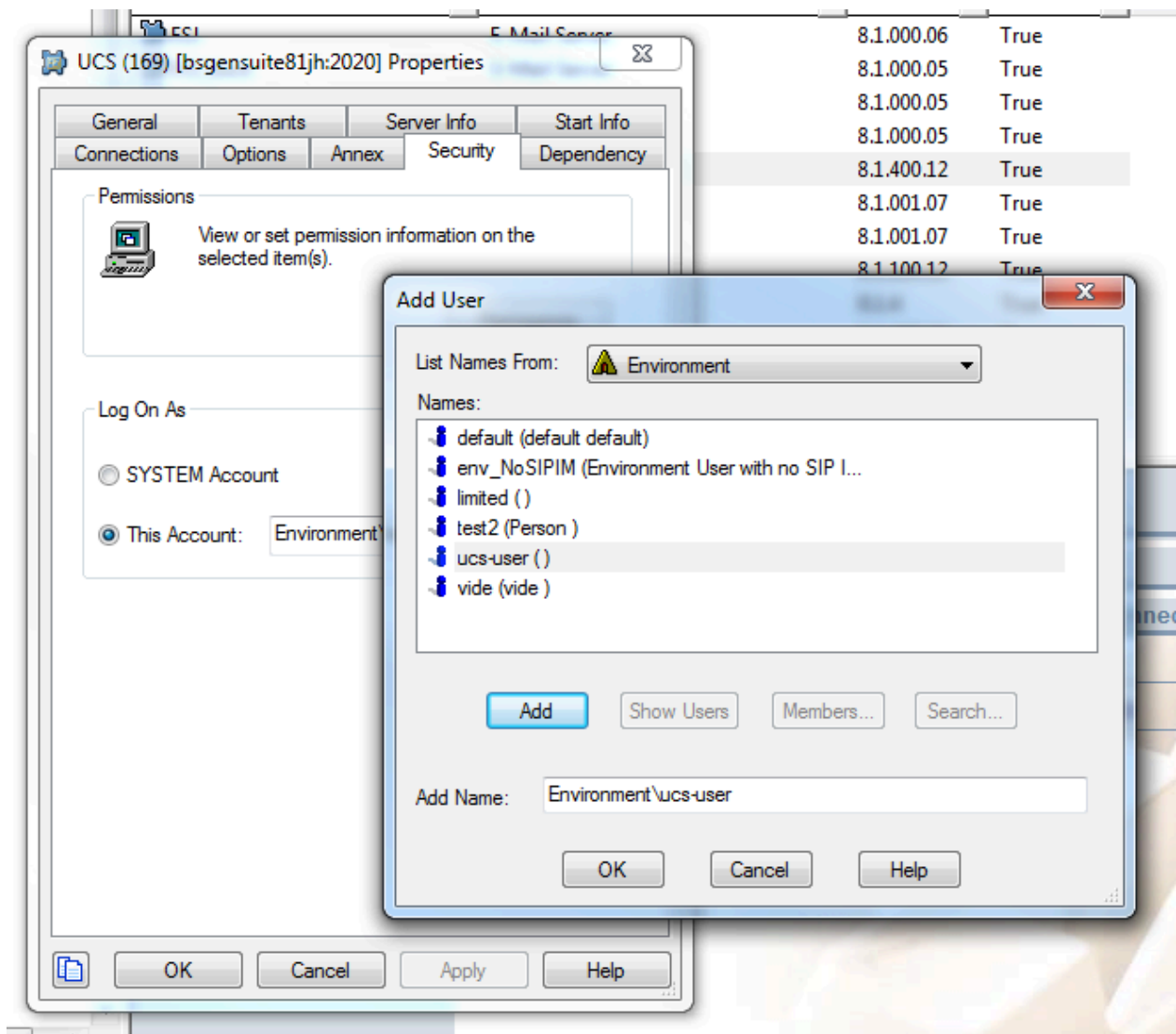
3. Assign Full Control permission to the **Screening Rules** business attribute. Ensure all **Propagate** check boxes are selected.



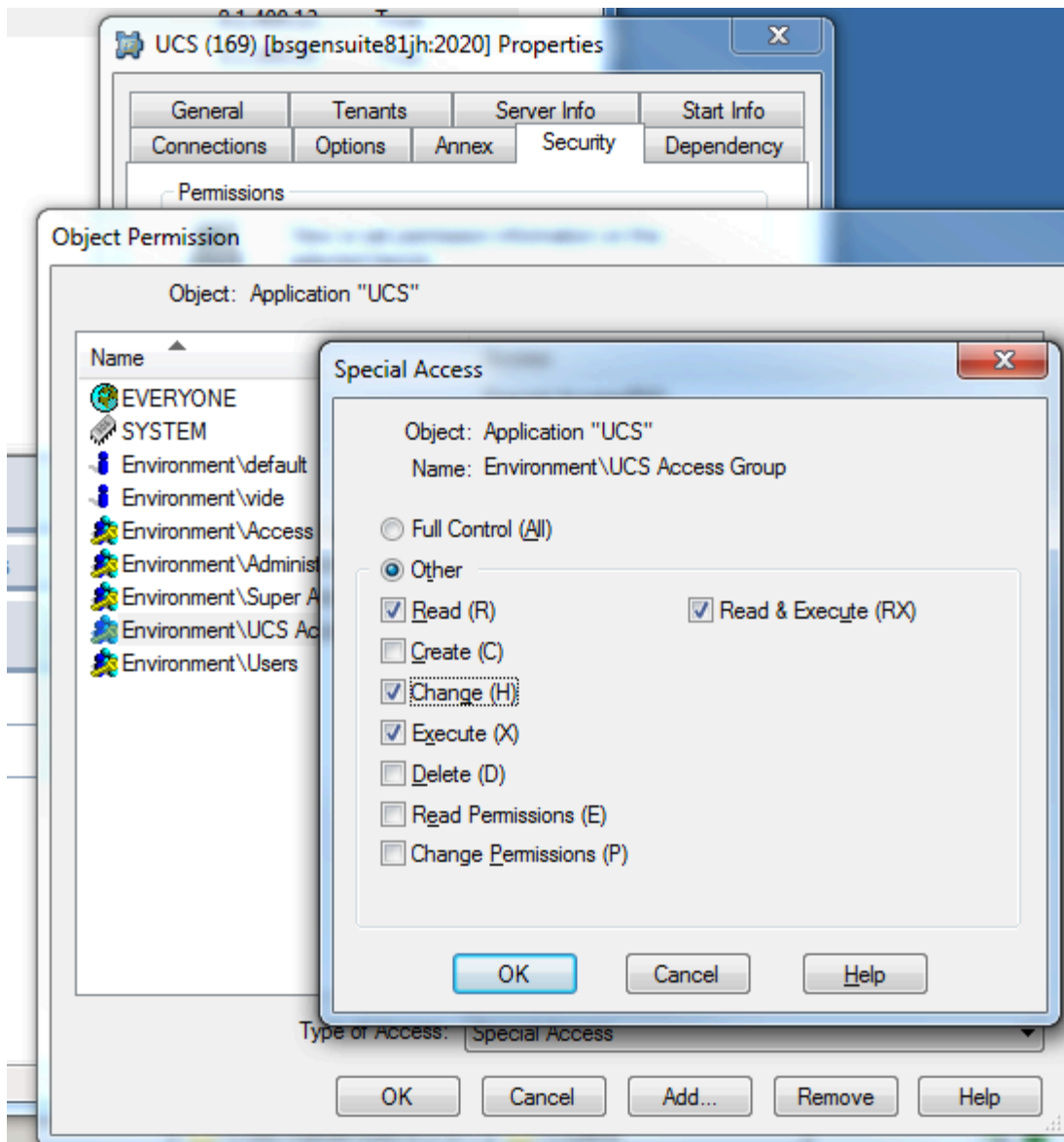
4. Repeat these steps for all tenants configured in the UCS application.

UCS application

1. Assign the user you created in the **Environment tenant** section to the UCS application. Also add this user to the backup UCS application, if it exists.



2. If you intend to use UCS Manager, you must log in with the user account that has Change (write) permission for the UCS application object in Configuration Server.



Restart UCS servers

Finally, restart the primary and backup UCS instances to apply the changes.