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Framework Deployment Guide

Configuration DB Server

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Configuration DB Server

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Important

If you will be using this DB Server in a multi-language environment, and you are using MS SQL 2008 or later for your Configuration Database, you must use DB Server 8.1.2.

This section describes the deployment of the DB Server that serves the Configuration Layer. This DB Server provides Configuration Server with access to the Configuration Database, and is often referred to as the Configuration DB Server. Consequently, this DB Server must start before any other component does, meaning that you must configure it through a local configuration file.

Although DB Server is installed before Configuration Server, decide on the host and port for Configuration Server prior to DB Server installation.

Warning

Do not use the DB Server that provides access to the Configuration Database for access to any other database.

Installing Configuration DB Server

[+] Installation Steps

Install on UNIX

Start of procedure

1. On the Management Framework 8.5 product CD in the appropriate `services_layer/dbserver/<operating_system>` directory, locate a shell script called `install.sh`.
2. Run this script from the command prompt by typing `sh` and the file name. For example: `sh install.sh`. Then, press **Enter**.
3. To specify the hostname for this DB Server, do one of the following:
 - Type the name of the host, and press **Enter**.
 - Press **Enter** to select the current host.
4. Type `y` to specify that this DB Server will be dedicated to providing access to the Configuration Database, and press **Enter**.
5. Specify the full path of the destination directory, and press **Enter**.
6. If the target installation directory has files in it, do one of the following:

- Type 1 to back up all the files in the directory, and press **Enter**. Specify the path to which you want the files backed up, and press **Enter**.
 - Type 2 to overwrite only the files in this installation package, and press **Enter**. Then type y to confirm your selection, and press **Enter**. Use this option only if the application already installed operates properly.
 - Type 3 to erase all files in this directory before continuing with the installation, and press **Enter**. Then, type y to confirm your selection, and press **Enter**.
7. Do one of the following:
- Type y to configure DB Server (during installation), and press **Enter**. Go to Step 8 to specify values for the configuration file. For information about the DB Server configuration options and their values, refer to the *Framework Configuration Options Reference Manual*.
 - Type n to not configure DB Server (during installation), and press **Enter**. In this case, you have finished installing DB Server-do not continue to the next step in this procedure. Before you can start DB Server, however, you must create a configuration file and set the configuration options in it. That procedure is described in "Configuring DB Server" on page 91.
8. Enter the Configuration Server hostname, and press **Enter**.
9. Enter the Configuration Server network port, and press **Enter**.
10. To specify the hostname for this DB Server, do one of the following:
- Type the name of the host, and press **Enter**.
 - Press **Enter** to select the default, which is the host selected in Step 3.
11. (Optional) The default port of DB Server is 4040. To specify a different network port for this DB Server, do one of the following:
- Type the number of the network port, and press **Enter**.
 - Press **Enter** to select the default port (4040).
12. To specify the management network port for this DB Server, do one of the following:
- Type the number of the management port, and press **Enter**.
 - Press **Enter** to select the default port (4041).
- The installation extracts the files from the package and displays the names of the database client processes for different types of SQL servers.
13. Type the number corresponding to the database type and the database client bit-type (if applicable), and press **Enter**. If you do not know the bit-type, you can configure it later using the appropriate <DBMS type>_name configuration option. Refer to the *Framework Configuration Options Reference Manual* for more information about this option.

End of procedure

When the installation process is finished, a message indicates that installation was successful. The process places DB Server in the directory specified during the installation process. The installation script also writes a sample configuration file, `dbserver.conf.sample`, in the directory in which DB Server is installed.

If you chose to configure DB Server during installation, the installation script creates a copy of the sample configuration file, `dbserver.conf.sample`, and saves it as `dbserver.conf`, then writes the

parameters specified in Steps 8 through 13 to this file.

If you chose to configure DB Server after installation, you must manually rename the sample file as `dbserver.conf`, and modify the configuration options before you start DB Server using the following procedure. See [Configuring Configuration DB Server](#).

For information about DB Server configuration options and their values, refer to the [Framework 8.1 Configuration Options Reference Manual](#).

Install on Windows

Warning

Genesys does not recommend installation of its components via a Microsoft Remote Desktop connection. The installation should be performed locally.

Start of procedure

- On the Management Framework 8.1 product CD in the `services_layer/dbserver/windows` directory, locate and double-click `setup.exe` to start the Genesys Installation Wizard.

2. Use the **About** button on the wizard's **Welcome** page to review the `read_me`

file. The file also contains a link to the server's Release Notes file. 3. On the **Welcome** page, click **Next** to start the installation. 4. On the **DB Server Run Mode** page, select DB Server as an independent server to install DB Server to run independently of Configuration Server so that it provides access to the Configuration Database. Click **Next**. 5. On the **Database Engine Option** page, select the appropriate database engine, and then click **Next**. 6. On the **DB Server Parameters** page, specify the DB Server Host, DB Server Port, and Management Port, and then click **Next**.

7. On the **Connection Parameters to the Genesys Configuration Server** page, specify the Host name and Port of Configuration Server, and then click **Next**.

Even if DB Server will be running independent of Configuration Server, these parameters are required to start DB Server via the Management

Layer.

8. On the **Choose Destination Location** page, the wizard displays the destination directory as specified in the Working Directory property of the server's Application object. If the path configured as Working Directory is invalid, the wizard generates a path to the destination directory in the `C:\Program Files\GCTI\<Product Name>` format.

If necessary, use the:

- **Browse** button to select another destination folder. In this case, the wizard will update the Application object's Working Directory in the Configuration Database.
- **Default** button to reinstate the path specified in Working Directory.

Click **Next** to proceed.

9. On the **Ready to Install** page, click:

- **Back** to update any installation information.
- **Install** to proceed with the installation. **Installation Status** displays the installation progress.

10. On the **Installation Complete** page, click **Finish**.

End of procedure

As a result of the installation, the wizard adds Application icons to the:

- Windows Start menu, under Programs > Genesys Solutions > Framework.
- Windows Add or Remove Programs window, as a Genesys server.
- Windows Services list, as a Genesys service, with Automatic startup type.

For information about the DB Server configuration file, see the following section, "Configuring DB Server". For information about DB Server configuration options and their values, refer to the [Framework 8.1 Configuration Options Reference Manual](#).

Configuring Configuration DB Server

Tip

If you installed the Configuration DB Server on Windows, or installed it on UNIX and chose to configure it during the installation, you can skip this procedure.

[+] Configuration Steps

Use the following procedure only if you manually installed DB Server on UNIX and chose not to configure it during the installation process (that is, you entered n in Step 7 on page 89).

Start of procedure

1. From the directory in which DB Server is installed, open the sample configuration file (dbserver.conf.sample) in a text editor.
2. Set the configuration options to work with the Configuration Database. Consult the relevant chapters in the [Framework 8.1 Configuration Options Reference Manual](#) for option descriptions and values. See also

DB Server Configuration File for a description of the DB Server configuration file.

3. Save the sample configuration file as `dbserver.conf`.

End of procedure

Starting the Configuration DB Server

[+] Starting Steps

Although DB Server is started before Configuration Server, you must specify the host and port parameters of Configuration Server in the command line for DB Server to start. Specify `cfg_dbserver` as a value for the `-app` command-line parameter (the DB Server application name).

Warning

If you will be using this DB Server in a multi-language environment and you are using Oracle 11g or later, you must insert the set variable `NLS_LANG`, with the character set UTF8, in your environment.

For example:

```
NLS_LANG=AMERICAN.AMERICA.UTF8
```

or at least:

```
NLS_LANG=.UTF8.
```

Tip

For information about starting DB Server as a client of Configuration Server, see Chapter 7, "Starting and Stopping Framework Components," on page 171. That chapter also provides a complete description of the command-line parameters used for startup.

Prerequisites

- DB Server is installed.
- The DB Server configuration file is configured. DB Server uses this file for startup.

Starting on UNIX

Start of procedure

To start DB Server on UNIX, go to the directory in which DB Server is installed, and do one of the following:

- To use only the required command-line parameters, type the following command:
`sh run.sh`
- To specify the command line yourself, or to use additional command-line parameters, type the following command:
`multiserver -host <Configuration Server host> -port <Configuration Server port> -app
cfg_dbserver [<additional parameters and arguments as required>]`

Starting on Windows

Start of procedure

To start DB Server on Windows, do one of the following:

- Use the Windows Start > Programs menu.
- To use only the required command-line parameters, go to the directory in which DB Server is installed, and double-click the `startServer.bat` file.
- To specify the command line yourself, or to use additional command-line parameters, open the MS-DOS window, go to the directory in which DB Server is installed, and type the following command:
`multiserver.exe -host <Configuration Server host> -port <Configuration Server port>
-app <DB Server Application> [<additional parameters and arguments as required>]`
- Use Windows Service Manager. Refer to "Starting and Stopping with Windows Services Manager" on page 191 for more information.

End of procedure

DB Server Configuration File

DB Server can run either as an independent server or as a client of Configuration Server. The DB Server dedicated to the Configuration Database must run as an independent server and reads its configuration settings from a local configuration file. Any DB Server used for handling data other than configuration data must run as a client of Configuration Server and reads its configuration settings from the Configuration Database.

The DB Server configuration file contains the DB Server, Log, and Local Control Agent (LCA) sections. It can also contain additional DB Server sections for any additional ports.

The name of the DB Server section is `dbserver`. This section contains configuration information about DB Server, including settings and the type of DBMS with which DB Server operates. The `dbserver` section contains configuration options for one port. If there is more than one port configured for DB Server, configuration options for the additional ports is contained in additional DB Server sections

called `dbserver-n`, where `n` is a nonzero consecutive integer. Each `dbserver-n` section contains the configuration options for one port.

The name of the Log section is `log`. This section contains configuration information about the log.

The name of the LCA section is `lca`. If configured, this section contains an option that enables the Management Layer to control the DB Server dedicated to the Configuration Database.

You can find a sample DB Server configuration file in the [Framework 8.1 Configuration Options Reference Manual](#).

Configuring DB Server Logging

If you plan to use the centralized logging and auditing functionality of the Management Layer, be sure to specify appropriate log options in the DB Server configuration file before you start using DB Server. Most importantly, enable the network log output (for example, create a new option in the log section called `standard` and set its value to `network`). See the [Framework 8.1 Configuration Options Reference Manual](#) for more information.