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Framework Deployment Guide

Generic Installation Procedures

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Generic Installation Procedures

This section provides instructions for installing a typical Genesys application that you have configured using Genesys Administrator.

Refer to the instructions for a particular application for the location of installation packages on a product CD and for any application-specific deviations from the standard installation procedure.

Server Applications

This section describes a standard installation procedure for a server application on UNIX and Windows operating systems.

Prerequisites

- An Application object exists for the server application. See [Creating and Configuring a Server Application object](#).

On UNIX

Warning

During installation on UNIX, all files are copied into the directory you specify. The install process does not create any subdirectories within this directory; therefore, do not install different products into the same directory.

1. On the product CD, locate a shell script called **install.sh**.
2. Run this script from the command prompt by typing the file name.
3. When prompted, specify the **Host Name** of the computer on which this server is to run.
4. When prompted, specify the:
 - **Host Name** of the computer on which Configuration Server is running.
 - **Port** used by client applications to connect to Configuration Server.
 - **User Name** used to log in to the Configuration Layer.
 - **Password** used to log in to the Configuration Layer.
5. The installation displays the list of applications of the specified type configured for this host. Type the number of the server application to be installed.

6. Specify the full path of the destination directory into which this server is to be installed.
If the installation script finds that the destination directory is not empty, it prompts you to do one of the following:
 - Back up all files in the directory.
 - Overwrite only the files contained in this package.
 - Wipe the directory clean.Type the number that corresponds to your selection and confirm your choice.
7. If asked which version of the product to install, 32-bit or 64-bit, choose the one appropriate to your environment.
8. If you plan to use functionality that requires a license, such as Solution Control Server (SCS) with Simple Network Management Protocol (SNMP), type **y** when prompted and enter one of the following:
 - The full path to the license file
 - The License Manager port and host

As soon as the installation process is finished, a message appears indicating that installation was successful. The process places the server application in the directory specified during the installation.

On Windows

Warning

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

1. On the product CD, locate and double-click **setup.exe** to start the Genesys Installation Wizard.
2. Click **About** 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. Click **Next** on the **Welcome** page to proceed with the installation.

Tip

Click **Next** at the end of each step to proceed to the next page.

4. On the **Connection Parameters to the Genesys Configuration Server** page, specify the following login parameters:
 - Host and Port of Configuration Server
 - User name and Password used to log in to the Configuration Layer.
5. The **Select Application** page displays all applications of this type that the Configuration Database

contains. When you select one application from the list, the wizard displays some parameters configured for the selected application (such as application type, host, working directory, command line, and command-line arguments).

Select the application to install.

Warning

If the component does not require a technical license, omit [step 6](#) and [step 7](#). If the component requires a technical license for startup, omit [step 6](#). If the component requires a technical license to enable a certain feature, but the license is not otherwise required, proceed with [step 6](#).

6. On the **Run-time License Configuration** page, select one of the following options:
 - Use License if you plan to use features that require special licenses.
 - Without License if you do not plan to use features that require special licenses. In this instance, go to [step 8](#).
If you decide to use a licensed feature later on, reinstall the server and enter the appropriate license information through the Genesys Installation Wizard.
7. On the *Access to License* page, select one of the following options:
 - License Manager-You want your server application to use host and port parameters to connect to the license server. In this instance, you must enter values for the host and the port of the license server.
 - License File-You want your server application to retrieve license server information from the license file. Click **Browse** to navigate to the license file.
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, do one of the following:
 - Click **Browse** to select another destination folder. In this case, the wizard will update the Application object's **Working Directory** in the Configuration Database.
 - Click **Default** to reinstate the path specified in **Working Directory**.
9. On the **Ready to Install** information page, do one of the following:
 - Click **Back** to update any installation information.
 - Click **Install** to proceed with installation. **Installation Status** displays the progress of the installation.
10. On the **Installation Complete** page, click **Finish**.

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

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

Graphical User Interface Applications

This section describes a standard installation procedure for a graphical user interface (GUI) application on Windows operating systems. If you are installing a web- or UNIX-based GUI, refer to the product documentation for installation instructions.

If you want to implement a security banner with a GUI application, make sure that you have the necessary files prepared before you start installing the GUI application. Refer to the *Genesys Security Deployment Guide* for detailed information about the Security Banner feature.

1. From the product CD, 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 application's Release Notes file.
3. Click **Next** to proceed with the installation.
4. On the **Security Banner Configuration** page, choose whether you want to configure a security banner for this GUI application.
Do one of the following:
 - If you do not want to configure a security banner for this application, clear the **Enable Security Banner** check box, and click **Next**.
 - If you want to configure a security banner for this application:
 - i. Select **Enable Security Banner**.
 - ii. Follow the instructions in the procedure "Installing and configuring the Security Banner" in the *Genesys Security Deployment Guide*. When you are finished that procedure, return here and finish this procedure.
5. On the **Choose Destination Location** page, the wizard displays the 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.
 - **Default** button to reinstate the wizard-generated path (**c:\Program Files\GCTI\<Product Name>**).Click **Next**.

Important

If the GUI application requires any non-standard installation input from the user, provide that information as prompted by the extra pages that appear here.

6. On the **Ready to Install** page, click:
 - **Back** to update any installation information.
 - **Install** to proceed with the installation. **Installation Status** displays the progress of the installation progress.
7. On the **Installation Complete** page, click **Finish**.

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

- Windows **Start** menu, under **Programs > Genesys Solutions**.
- Windows **Add or Remove Programs** window, as a Genesys application.

Troubleshooting the Installation of a Genesys Application

To determine and fix the cause of a warning generated during the installation procedure for any Genesys application that Configuration Server is unavailable and that configuration cannot be updated, do the following:

1. Finish installing the Genesys application.
2. When installation of the application is complete, open the **Configuration** tab of the corresponding Application object.
3. Select the **State Enabled** check box.
4. Verify that **Working Directory**, **Command Line**, and **Command Line Arguments** are specified correctly.
5. Save the configuration updates.