Genesys Administrator Extension Deployment Guide

Audio Resource Management

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Audio Resource Management

Contents

To use Audio Resource Management in Genesys Administrator Extension, you must do the following:

- Add the configuration option section and options for Linux or Windows Server 2008.

  Linux:

  ## [+] Click here to reveal code

  ```
  [arm]
  local_announcement_folder=announcement
  local_music_folder=music
  local_os=RHEL5
  local_path=/opt/gax/arm
  local_sox_path=/usr/bin/sox
  target_announcement_folder=announcement
  target_music_folder=music
  target_os=RHEL5
  target_path=/mnt/arm/target
  delete_from_db_after_processing=false
  ```

  Windows Server 2008:

  ## [+] Click here to reveal code

  ```
  [arm]
  local_announcement_folder=announcement
  local_music_folder=music
  local_os=Windows
  local_path=C:\GCTI\GAX\arm\local
  local_sox_path=C:\GCTI\GAX\sox\sox.exe
  target_announcement_folder=announcement
  target_music_folder=music
  target_os=Windows
  target_path=C:\GCTI\GAX\arm\target
  delete_from_db_after_processing=false
  ```

  See Configuration Options for a detailed description of the configuration options.

- If you will be converting audio file formats, you must install SoX (Sound Exchange) before doing any conversions. Genesys Administrator Extension supports the bundled SoX in RedHat 5 (version 12) only. On Windows, SoX version 14.3.1 is supported.

- In the current release, Genesys Administrator Extension supports only SoX version 14.3.1. Follow the procedure Installing SoX below.

- Set up the target storage for Audio Resource Management by following the procedure Setting up ARM Runtime Web Server below. This procedure sets up an Apache web server on a Red Hat Enterprise Linux host. On this host, it creates a shared directory from which audio files are retrieved by Audio Resource Management, and to which Genesys Administrator Extension writes audio resource files as they are uploaded by users. The shared directory is accessible from the Genesys Administrator Extension host and is referred to as "target storage".

Installing SoX

Purpose

- To install SoX to enable conversion of audio resources to µ-law, a-law, and gsm formats. This procedure can be run at any time before or after Genesys Administrator is installed.

Start

1. Download SoX for your server operating system (Linux or Windows Server 2008).

    The Windows Server 2008 version is available here: http://sourceforge.net/projects/sox/files/sox/14.3.1/

2. To install SoX on Linux, enter the following command at the # prompt: `yum install sox`

    Or,

    To install SoX on Windows Server 2008, execute the installer application and install `sox.exe` into the following directory:

    `C:\Program Files\SoX\sox.exe`

    > 💡 **Note**: The user of the host on which the GAX Tomcat is running must be configured to read and execute the sox binary.

End

Setting up ARM Runtime Web Server

Purpose

- To set up the target storage for Audio Resource Management by setting up a shared directory on an Apache web server on a Red Hat Enterprise Linux host, from which audio files are retrieved by Audio Resource Management and to which Genesys Administrator Extension writes audio resource files as they are uploaded by users.

    > 💡 **Note**: The ARM Runtime Web Server is sometimes referred to as ARM HTTP Proxy.

Prerequisites

- Genesys Administrator Extension Host is running.
- A dedicated host machine is available for the ARM Runtime Web Server.
- Media Server is available.

Start

1. Set up your Network File System (NFS) to share data between Genesys Administrator Extension and the ARM Runtime Web Server.
    a. (Linux) On the ARM Runtime Web Server, create the required folders and subfolders by entering the following commands at the # prompt:

        `mkdir /opt/genesys/arm`

mkdir /opt/genesys/arm/music

mkdir /opt/genesys/arm/announcements

> 💡 **Note**: Ensure that the user of the host on which the GAX Tomcat is running is configured to read and write these directories. GAX treats all directories as local. If the target directory and the sub-directories reside physically on a remote host and are used as network directories, or mapped as a local drive, the user must have network access configured.

b. On the Genesys Administrator Extension host, open the `/etc/exports` in an editor and add the folder `/opt/genesys/arm` as a shared directory. When added, the file should contain the following line:

```
/opt/genesys/arm * (rw,sync)
```

To limit access to only certain machines, change the asterisk (*) to the fully qualified domain name or address of the Genesys Administrator Extension host. If you have multiple Genesys Administrator Extension hosts in your environment, you can create one line per host.

3. On the ARM Runtime Web Server, make sure that NFS and the supporting portmap processes have started by entering the following commands at the # prompt:

```
chkconfig portmap on
chkconfig nfs on
```

If necessary, you can manually start the processes by entering the following commands at the # prompt:

```
Solution nfs start
Solution portmap start
```

4. Mount the shared drive on the Genesys Administrator Extension host (or hosts) as follows:

a. On the host, create a new directory by entering the following command at the # prompt:

```
mkdir -p /mnt/arm/target
```

5. Open the file `/etc/fstab` in an editor and add the following line:

```
<address of the ARM Runtime Web Server>/opt/genesys/arm
/mnt/arm/target nfs rsize=8192,wsize=8192,timeo=14,intr
```

6. Mount the target manually by entering the following command at the # prompt:

```
mount /mnt/arm/target
```

The target is mounted automatically when the server restarts.

- Install Apache Web Server as follows:

a. Install Apache by entering the following command at the # prompt:

```
yum install httpd
```

b. Make sure that Apache starts when the host starts by entering the following command at the # prompt:

```
chkconfig httpd on
```

Alternately, you can start Apache manually by entering the following command at the # prompt:

```
Solution httpd start
```

c. Start or restart Apache to test that it works.

- To have Apache serve the media files for the Media Server, open the file `/etc/httpd/conf/httpd.conf` in an editor and make the following changes:

Change This Line ...	... to this Line
`DocumentRoot "/var/www/html"`	`DocumentRoot "/opt/genesys/arm"`
`<Directory "/var/www/html">`	`<Directory "/opt/genesys/arm">`

- Update your Media Server configuration to use the ARM Runtime Web Server (`address:http://<address of ARM Runtime Web Server>/`) instead of the local file storage. Refer to the Genesys Media Server 8.1 Deployment Guide.

End