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GVP Deployment Guide

Preparing the Hosts for GVP

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In a solution environment that includes Management Framework, the Configuration Server propagates configuration information to the servers that are hosting Genesys components. To facilitate this, you must install the Genesys Local Control Agent (LCA) on each GVP host.

In addition, use Genesys Administrator to create each new host in the Configuration Database, so that the Configuration Server can detect their presence.

Configuring Hosts in the Configuration Database

This section contains the following procedures, which describe how to prepare the host(s) before the GVP components are installed:

- [Procedure: Configuring a Host in Genesys Administrator](#)
- [Procedure: Installing the Local Control Agent \(Windows\)](#)
- [Procedure: Installing the Local Control Agent \(Linux\)](#)

Procedure: Configuring a Host in Genesys Administrator

- Configuring a host enables it to communicate with the Configuration Server.
 - Each new host is controlled and monitored by the LCA.
1. Verify that the Genesys Administrator web application is installed on the Management Framework host.
 2. Obtain the Universal Resource Locator (URL) of Genesys Administrator.
 3. In a web browser, type the Genesys Administrator URL. For example: `http://<Genesys Administrator host>/wcm/`
 4. At the Login dialog box, enter the information as shown in the table below.

Table: Genesys Administrator Login

Field	Description
User Name	Enter the user name, typically default
Password	Enter the password, typically password.
Application	Enter the application name of the Configuration Server, typically default.
Host Name	Enter the host name of the Configuration Server for example, ConfigS1.
Port	Enter the port number of the Configuration Server, typically 2020.

5. Click **OK**.

The Genesys Administrator graphical user interface (GUI) appears.

6. On the Provisioning tab, click Environment > Hosts> New.
7. In the General section of the Configuration tab, enter the information that identifies the host, as shown in the table below.

Table 15: Host Properties Genesys Administrator

Field	Description
Name	Enter the host name of the GVP host for example, MCP1
IP Address	Enter the IP address of the GVP host.
OS Type	From the drop-down list, select the OS type.
OS Version	Enter the version number of the OS that is installed on the host.
LCA Port	The LCA port number 4999 is entered by default.
Solution Control Server	Browse to select the Solution Control Server (SCS).
Stat	Enter a checkmark in Enabled.

Tip

When you are entering the host name for Linux hosts, ensure that the host name that is created in the Configuration Database is identical to the host name of the Linux host (they are case-sensitive). If the host names do not match, the installation fails when the hostname command is executed.

8. Save the configuration.
9. Install the LCA on the host. See [Procedure: Installing the Local Control Agent \(Windows\)](#) or [Procedure: Installing the Local Control Agent \(Linux\)](#).

Procedure: Installing the Local Control Agent on a Windows host

- Installing the LCA on each GVP host enables it to be controlled and monitored by the Solution Control Server, and also installs the Genesys Deployment Agent (GDA).
1. Verify that the servers where you are installing GVP components must meet the GVP system requirements. See [Prerequisites and Planning](#).
 2. The fully qualified domain names (FQDN) of Genesys servers do not contain special characters, such as the underscore (_). To ensure that Genesys software works properly, FQDNs must contain only alpha numeric characters, such as letters A Z, a z, digits 0 9; the one exception allowed is hyphens (-).
 3. Third-party software, especially antivirus software, must be stopped on the servers on which GVP components will be installed.
 4. You have obtained the Genesys Management Framework CDs, or a network path and the location the LCA software. For a description of the directory structure of the installation CDs, see [Management Framework 8.5 Deployment Guide](#).

5. On the host, navigate to the directory that contains the installation files for the Local Control Agent and then execute the setup.exe file.
6. At the prompt, enter the information that identifies the host, as shown in the table below.

Table: Configuration Server Properties Deployment Wizard

Field	Description
Name	Enter the host name of the Configuration Server for example, Config1.
Port	Enter the port number of the Configuration Server. The default is 2020.
User	Enter a user name for the Configuration Server typically, default.
Password	Enter a password for the Configuration Server typically, password.

Tip

When you install the LCA on the Supplementary Services Gateway host, ensure that the name and port number of the Configuration Server are the same as those that were configured for the Reporting Server. This is necessary because the Reporting Server polls the Supplementary Services Gateways data through SNMP and is made aware of its existence through the Configuration Server.

7. Click **Next**.
8. Restart the host computer.
9. After the host is restarted, open Windows Services, and verify that the Local Control Agent and the Genesys Deployment Agent services are installed and running.
10. Complete the preinstallation activities. See [Preparing to Install GVP on Windows](#).

Procedure: Installing the Local Control Agent on a Linux host

- Installing the LCA on each GVP host enables it to be controlled and monitored by the Solution Control Server, and also installs the Genesys Deployment Agent (GDA).
1. Verify these prerequisites:
 - The servers where you are installing GVP components meet the GVP system requirements. See [Prerequisites and Planning](#).
 - The fully qualified domain names (FQDNs) of Genesys servers do not contain special characters, such as the underscore (_). FQDNs can contain only standard characters, such as letters A Z, a z, digits 0 9, and hyphens (-).
 - Third-party software, especially antivirus software, is stopped on the servers on which GVP components will be installed.
 - You have obtained the Genesys Management Framework installation disks, or a network path and the location the LCA software.
 2. At the Linux host, log in as root by typing su.

3. Log in as root and enter the path to the directory that contains the LCA installation package.
4. Run the `sh install.sh` command.
The installation script is initiated.
5. At the prompt, enter the information that identifies the host, as shown in [Table: Configuration Server Properties Deployment Wizard](#).

Tip

When you install the LCA on the Supplementary Services Gateway host, ensure that the name and port number of the Configuration Server is the same as the one that was configured for the Reporting Server. This is necessary because the Reporting Server polls the Supplementary Services Gateways data through SNMP and is made aware of its existence through the Configuration Server.

6. At the prompt, enter the destination directory, for example:
`/opt/genesys/lca`

Tip

Genesys recommends that you use the destination directory that is shown in the example.

7. Configure the GDA to start automatically when the server is restarted, for example:
Enter `/etc/rcX.d /etc/rc.d/init.d/gctigda`.
8. Configure the LCA to start automatically when the server is restarted, for example
Enter `/etc/rcX.d /etc/rc.d/init.d/gctilca start`. You can start the LCA and GDA manually, at the Linux prompt, with these commands: `/etc/init.d/gctilca start` and `/etc/init.d/gctigda start`
9. Complete the preinstallation activities. See [Preparing to Install GVP on Linux](#).