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iWD Deployment Guide

Installing IWD Manager

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Installing IWD Manager

Prerequisites

- The environment meets the requirements that are described in [Installation Prerequisites](#)
- The computer on which the iWD Manager is going to be installed has network access to the computer that is hosting Genesys Configuration Server. Users of iWD Manager will be authenticated through Genesys Configuration Server.
- You have access rights to execute **install.sh** or **setup.exe**, depending on the operating system.
- For upgrades from 8.5.1 to 9.0.x:
 - The previous version of iWD Manager is uninstalled—the **iwd_manager** directory from the web server is removed.

On Windows

Prerequisites

- Installation Packages have been installed.

Purpose

To install the iWD Manager application on the Windows platform.

Summary

Important

For Interaction Server synchronization, from release 9.0 of iWD, the functionality previously in the **Configure Ixn Custom Properties** in iWD Manager is relocated to the **Migration** tab in the [Solution definition in iWD GAX Plugin](#) (new document). For this reason, adding a connection to IXN Server is no longer mandatory for iWD Manager during its installation phase. It will be added automatically later by the iWD Plugin for GAX.

The current procedure assumes that the application already exists in Configuration Server—the required steps are described in [iWD Manager Application Definition](#).

Important

If you are upgrading, ensure that you have uninstalled the previous version and proceed with the current installation procedure. Also make sure not to skip the Application Definition step, because new versions might deliver new options.

Procedure

1. Locate and double-click **setup.exe** in the iWD Manager directory of, for example, the iWD DVD.
2. The iWD Manager Installation Wizard opens. Click **Next** in the **Welcome** screen.
3. In the **Connection Parameters** to the Configuration Server screen, enter the login details to connect to Genesys Configuration Server and then click **Next**:
 - **Host name**—The host of Genesys Configuration Server
 - **Port**—The port that is used by Genesys Configuration Server
 - **User name**—The user name of the Person (or User) as defined in Genesys Configuration Manager or Genesys Administrator.
 - **Password**—The password that is associated with the Person (or User).
4. From the list of available choices, choose the iWD Manager Server application that you want to install and click **Next**.
5. Choose the destination location for iWD Manager.
6. Click **Next**.
7. Specify the address of the network interface where iWD Manager listens to connections, and the iWD Manager application name. Click **Next**.
8. In the **Ready to Install** screen, click **Install** to begin the installation of iWD Manager.
9. When installation has been completed, click **Finish**.
10. Perform any optional steps or install localization if needed.

End of procedure

On UNIX

Prerequisites

- Installation Packages have been installed.

Purpose

To install the iWD Manager application on the UNIX platform.

Summary

Important

For Interaction Server synchronization, from release 9.0 of iWD, the functionality previously in the **Configure Ixn Custom Properties** in iWD Manager is relocated to the **Migration** tab in the [Solution definition in iWD GAX Plugin](#) (new document). For this reason, adding a connection to IXN Server is no longer mandatory for iWD Manager during its installation phase. It will be added automatically later by the iWD Plugin for GAX.

The current procedure assumes that the application already exists in Configuration Server—the required steps are described in [iWD Manager Application Definition](#).

Important

If you are upgrading, ensure that you have uninstalled the previous version and proceed with the current installation procedure. Also make sure not to skip the Application Definition step, because new versions might deliver new options.

Procedure

1. Locate the install directory and enter `./install.sh`.
2. When the following output is displayed, enter the required information, as indicated at each prompt.

```
*****
* Welcome to the Genesys 9.0 Installation Script *
*****

Installing iWD Manager, version 9.X.XXX.XX

Please enter the hostname or press enter for "<hostname>" =>

Please enter the following information about your Configuration Server:

Configuration Server Hostname =>X.X.X.X
Network port =>2020
User name =><username>
Password =><password>

Please choose which application to install:
```

```
1 : iWD_Manager_Server
=>1

Press ENTER to confirm "0.0.0.0" as
the Tomcat network interface or enter a new one =>X.X.X.X

Please enter the iWD Manager Application Name =>iWD_Manager

Press ENTER to confirm /home/genesys/GCTI/iWDManager as
the destination directory or enter a new one =>/home/genesys/GCTI/iWDManager

Extracting tarfile: data.tar.gz to directory: /home/genesys/GCTI/iWDManager
...
webapp/
...
webapp/WEB-INF/
webapp/WEB-INF/application.properties
webapp/WEB-INF/web.xml
webapp/WEB-INF/faces-config.xml
webapp/WEB-INF/lib/
webapp/WEB-INF/lib/hibernate.jar
webapp/WEB-INF/lib/packagedstatisticsdeprecated.jar
webapp/WEB-INF/lib/commons-lang.jar
webapp/WEB-INF/lib/commons-logging.jar
...
webapp/META-INF/MANIFEST.MF

Installation of iWD Manager, version 9.X.XXX.XX has completed successfully.
```

3. Perform any optional steps or install localization if needed.

iWD Manager Application Definition

1. Log into Genesys Administrator or GAX and import the iWD Manager Server and iWD Manager Application templates from the iWD DVD. Double-check to see whether metadata were correctly imported.
2. Import the iWD Manager IP into GAX to import privileges. This is important for the definition of roles in Genesys Administrator.
3. Create a new **Application** object based on the iWD Manager Application template.
 1. To begin create procedure navigate to **Configuration > Environment > Applications** and click **New**.
 2. On the **General** tab:
 1. Enter a name for the iWD Manager.
 2. Select the application **Template**—This must of type iWD Manager.
 3. **Version, Tenant** and **Is Application Server** boxes are pre-selected according to the template type.
 4. **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
 3. On the **Connections** tab, add the connections to the Configuration Server. If you need to:

1. Add the **Port ID** on the Configuration Server that iWD Manager will connect to.
 2. Specify the **Connection Protocol**: simple or addp.
 3. Specify the **Local Timeout** and the **Remote Timeout**—These values are required only if you specified addp in **Connection Protocol**. This value specifies the heartbeat polling interval, measured in seconds, on a client side. This indicates how often the client application sends polling signals to the server application. To enable this functionality, specify any integer as the value.
 4. Specify a Trace Mode—The connection trace mode used between a server and its client.
 - **Trace Is Turned Off**—Select if you do not want either the client or the server application to print ADDP-related messages in its log.
 - **Trace On Client Side**—Select if you want the client application to print ADDP-related messages in its log.
 - **Trace On Server Side**—Select if you want the server application to print ADDP-related messages in its log.
 - **Trace On Both Sides**—Select if you want both the client and server applications to print ADDP-related messages in their log.
 5. Specify **Transport Protocol Parameters**—Any text, usually key/value pairs, separated by a semicolon (;). This property is application-specific.
 6. Specify **Application Parameters**—Any text, usually key=value pairs, separated by a semicolon (;). This property is application-specific.
4. Ignore the **Application Options** tab.
 5. Click **Save** to save the Application object.
4. Create a new **Application** object based on the iWD Manager Server template.
 1. To begin the create procedure navigate to **Configuration > Environment > Applications** and click **New**.
 2. On the **General** tab:
 1. Enter a name for the iWD Manager Server.
 2. Select the application **Template**—This must be of type:
 - **Third Party Server** for releases prior to 9.0.005.
 - **Genesys Generic Server** for release 9.0.005+.
 3. **Version**, **Tenant** and **Is Application Server** boxes are pre-selected according to the template type.
 4. **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
 3. On the **Connections** tab:
 1. Add the connection to the Configuration Server. If you have both primary and backup Configuration Servers, add a connection only to the primary.
 2. Add the connection to the UCS.
 3. (Optional) Add the connection to the Message Server if you plan to use the Centralized Logging feature.

Important

Connections to Interaction Server and iWD History Node should be added to the iWD Manager Server application object by the iWD Plugin for GAX automatically after the Business Structure is saved. See [Interaction Server Settings](#) and [History Node Settings](#) for more details.

4. On the **Ports** tab add the port where iWD Manager REST server will listen for connections. The **Ports** tab lists communication ports used by the clients of an application to connect to a server. To support specific high-availability configurations, more than one server can be registered on the same port within the same host. Otherwise, do not assign the port number to any other server on the same host.
5. On the **Application Options** tab set **[clientApplication] \ name** to the name of iWD Manager application created in the previous step.
6. On the **Application Options** tab configure any additional options if needed. A detailed description of these options can be found [here](#).
7. Click **Save** to save the Application object.

Configuring High Availability

Purpose

iWD Manager is a web application and its multiple instances can be deployed in a load-balanced environment to support High Availability.

Procedure

1. Create an application for every web server of iWD Manager as described in [iWD Manager Application Definition](#). Please refer to the second part starting from step 4 ("Create a new Application object based on the iWD Manager Server template") and use the same value for **[clientApplication] \ name** option for all the Server applications.
2. Deploy an IP for each of the Server applications created in step 1.
3. Set up load-balancing software against the configured web servers of iWD Manager. iWD Manager supports any third-party load balancer that supports sticky sessions. You should configure session affinity (sticky sessions) based on JSESSIONID. The following is a sample configuration for Apache httpd deployed against two iWD Manager servers running on the same host:

```
<Proxy balancer://iwd_mgr_balancer>
BalancerMember http://localhost:9190/iwd_manager lbset=0
BalancerMember http://localhost:9290/iwd_manager lbset=1
ProxySet lbmethod=bybusyness
</Proxy>
RewriteEngine On
RewriteRule ^/iwd_manager/(.*) balancer://iwd_mgr_balancer/$1 [P] stickysession=JSESSIONID
ProxyPassReverse "/iwd_manager" "balancer://iwd_mgr_balancer"
```


Configuring TLS

Important

To configure TLS, please refer to the [Configuring TLS for iWD](#) guide.