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iWD Deployment Guide

Installing IWD Web Manually on Linux

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Installing IWD Web Manually on Linux

1. Make sure you have the IP for Linux available on your server. You must also have access to iWD Web templates.
2. Login to GAX.
3. Import the iWD Web templates (**iwdweb** and **iwdwebapp**).
4. Create an application based on the **iwdweb** template.

Important

iWD Web requires two applications. The first one is of Server type, and is used to store configuration options in Configuration Server as well as defining Interaction Server connections. The second one is of type ThirdPartyApplication. It is used to define user credentials/permissions for login operation in the iWD Web user interface. This step refers to the server application. The Server type is ThirdPartyServer in releases prior to 9.0.005 and Genesys Generic Server in releases from 9.0.005+.

5. Create a user who will be used to manage the iWD Web application (in the sample installer below, genesys).
6. Re-login using your iWD Web user credentials.
7. Create an iWD Web log directory, grant write permissions and pass its absolute path by one of the following methods:
 - Environment variable IWDWEB_LOG_DIR
For example; \$ export IWDWEB_LOG_DIR=/var/log
 - Command line argument: --iwdweb.logging.dir
For example; ./iwd_web.sh --iwdweb.logging.dir=/var/log/ -app "iwdweb_srv"...
 - Add an option to the iWD Web Server application object **iwdweb.logging.dir** in the **[boot]** section.
For example; **[boot] iwdweb.logging.dir=/var/log**
 - If none of the above is done, the default location is used instead as follows; **/GCTI/iWD**
8. Execute the installer:

```
[genesys@xx-yyy-zzzzz ip]$ pwd
/home/genesys/ip
[genesys@xx-yyy-zzzzz ip]$ ls -la
total 45456
drwxrwxrwx.  2 genesys genesys    4096 Jul  8 12:50 .
drwx----- 38 genesys genesys    4096 Jul  8 12:50 ..
-rwxrwxr-x.  1 genesys genesys 42876663 Jul  8 12:50 data.tar.gz
-rwxrwxr-x.  1 genesys genesys   3527 Jul  8 12:50 genesys_silent.ini
-rwxrwxr-x.  1 genesys genesys   53716 Jul  8 12:50 gunzip
-rwxrwxr-x.  1 genesys genesys 2772389 Jul  8 12:50 installer.tar.gz
-rwxrwxr-x.  1 genesys genesys   5188 Jul  8 12:50 install.sh
-rwxrwxr-x.  1 genesys genesys   1322 Jul  8 12:50 ip_description.xml
-rwxrwxr-x.  1 genesys genesys   8114 Jul  8 12:50 iscript.tar.gz
-rwxrwxr-x.  1 genesys genesys  13539 Jul  8 12:50 ospatchlist.txt
-rwxrwxr-x.  1 genesys genesys   5102 Jul  8 12:50 read_me.html
-rwxrwxr-x.  1 genesys genesys 738069 Jul  8 12:50 tar
```

```
-rwxrwxr-x. 1 genesys genesys 36270 Jul 8 12:50 tar_gunzip_license.txt
[genesys@xx-yyy-zzzzzz ip]$ ./install.sh
*****
* Welcome to the Genesys 9.x Installation Script *
*****

Installing iWD Web, version 9.x.aaa.bb

Please enter the hostname or press enter for "xx-yyy-zzzzzz" =>

Please enter the following information about your Configuration Server:

Configuration Server Hostname =>pl-byd-iwd163
Network port =>2020
User name =>selenium
Password =>

Please choose which application to install:
1 : iWD Web_9.x.aaa.bb_xx-yyy-zzzzzz
=>1

Please enter full path of the destination directory for installation =>/genesys/
iWD_Web_9.x.aaa.bb

Extracting tarfile: data.tar.gz to directory: /genesys/iWD_Web_9.x.aaa.bb
iWD_Web.sh
iwdweb-9.x.aaa.bb.jar

Installation of iWD Web, version 9.x.aaa.bb has completed successfully.

[genesys@xx-yyy-zzzzzz ip]$ cd /genesys/iWD_Web_9.x.aaa.bb
[genesys@xx-yyy-zzzzzz iWD_Web_9.x.aaa.bb]$ ls -la
total 48048
drwxrwxrwx. 2 genesys genesys 4096 Jul 8 12:53 .
drwxr-xr-x. 55 genesys genesys 4096 Jul 8 12:53 ..
-rwxrwxr-x. 1 genesys genesys 1322 Jul 8 12:53 ip_description.xml
-rwxrwx---. 1 genesys genesys 49156325 Jul 3 19:18 iwdweb-9.x.aaa.bb.jar
-rwxr-x---. 1 genesys genesys 2392 Jul 8 12:53 iWD_Web.sh
-rwxrwxr-x. 1 genesys genesys 13539 Jul 8 12:53 ospatchlist.txt
-rwxrwxr-x. 1 genesys genesys 5102 Jul 8 12:53 read_me.html
[genesys@xx-yyy-zzzzzz iWD_Web_9.x.aaa.bb]$
```

9. When the installation has been completed, check the [configuration information here](#).