WebLine Media Blender™ Installation Guide: Windows NT Systems

Version 3.0

Contents

Additional information

Refer the following resources for additional Media Blender information. See the *Media Blender Resource Card* for information about accessing each item.

Media Blender Configuration Handbook

Media Blender Reference Guide

Media Blender Switch Administrator's Guide: Aspect CallCenter

Media Blender Switch Administrator's Guide: Lucent Definity Generic 3

Administration online help

Conventions used in this document

You can install Java Web Server and WebLine Media Blender in any directory of your choice. This document refers to each installation directory as <JWSdir> and <webline dir>.

To install WebLine Media Blender, you must have Java Web Server 1.1.3 installed on your system. Follow these instructions if you need to install JWS.

System Requirements

Server Operating System

- Windows NT 4.0

- Windows NT Service Pack 4

- Java Web Server 1.1.3 (Supplied with Media Blender)

- Java Runtime Environment (JRE) 1.1.6 (Supplied with Media Blender)

Server hardware requirements

- **Enterprise configuration**

Dual 450 MHz Pentium II, 512 MB RAM, 4 GB disk

- **Minimum configuration**

Single 350 MHz Pentium II, 128 MB RAM, 4 GB disk

Supported ACDs

- Aspect CallCenter 6.12, 6.2

Requires Aspect Application Bridge OR Event Bridge
Can use Aspect Outbound Option for predictive dialing

- Lucent Definity G3

Requires Lucent CallVisor ASAI v3 or v4
Also supports:

  - Dialogic CT-Connect v3.0

  - Lucent Passageway JTAPI R2.32 v3.0

- Nortel Meridian 1

Requires Meridian Link 4B or 5
Requires Dialogic CT-Connect v3.0

- Siemens HICOM 300E v3

Requires CallBridge for Workgroups
Requires Dialogic CT-Connect v3.0

Supported Voice-over-IP gateways

Lucent Internet Call Center v2.0 and v3.0

If you are upgrading from a previous version

For the most part, the procedures in this guide cover a new installation of Media Blender. If you are upgrading from a previous version, be sure to back up your WebLine directory tree in another location before completing any of the steps included here.

After you've installed the software, be sure to compare your original properties files for Media Blender, the Collaboration medium, and your ACD medium, making any necessary changes to preserve your desired configuration.

Note: The properties file for the Collaboration medium is called **Collaboration.properties** in this release. (In previous releases, it was Webline.v20.properties.)

Tip: It may be useful at this point to turn on the email notification feature, which ensures notification of Blender alerts are emailed to recipients you specify. For details, refer to the *Media Blender Configuration Handbook.*

Follow the upgrading procedures included in your 3.0 Collaboration Installation guide for complete instructions on preserving changes made to forms and HTML pages on the WCS.

Before you install Media Blender

Installing Java Web Server 1.1.3

Note: If you do not need to install JWS, go to Installing and Configuring WebLine Media Blender.

1. Close all applications except Windows Explorer before beginning the installation.

2. Place the WebLine Media Blender CD in the CD-ROM drive. Your CD contains one of the following two files:

```
\JavaWebServer\jwsr1_1_3-win-gl.exe
```

```
\JavaWebServer\jwsr1_1_3-win-do.exe
```

3. Double-click the file that exists on your CD

4. Install Java Web Server to the directory of your choice. There should be NO spaces in the path. For this example, you can install to c:\JavaWebServer1.1.3, which is the default installation directory.

5. Click Yes when asked: Do you want this to start up automatically when you reboot your system. This ensures that Java Web Server is installed as an NT service with JRE 1.1.4

Apply the JWS 1.1.3 patch

You must apply the JWS 1.1.3 patch to JWS 1.1.3. The patch file is located in the JavaWebServer 1.1.3-pat1 directory.

1. Stop the currently installed Java Web Server if it is running. From the MS-DOS prompt, change to the bin directory under the Java Web Server installation and type the following:

```
c:\JavaWebServer1.1.3\bin>jsadmin -stop
```

When prompted, type the Java Web Server administrator password.

2. Copy the patch directory into the JavaWebServer1.1.3 directory.

For example:

```
c:\JavaWebServer1.1.3\JavaWebServer1.1.3p-patch1
```

3. Change to the patch directory. For example, at the MS-DOS prompt, type:

```
c:\JavaWebServer1.1.3>cd JavaWebServer1.1.3-patch1
```

4. Run the batch file from within the patch directory by typing:

```
patchjws.bat
```

As the patch runs, it displays its progress:

```
Checking product version...

Product: Java Web Server

Version: 1.1.3


The Java Web Server has to be shut down before the patch can be
applied. If you have not shut down the Java Web Server, then press
CTRL+C and Y to stop this script.


Press any key to continue...
```

If you continue, the patch displays messages as it renames and moves files.

5. The files being patched are automatically renamed in their existing locations to:

<filename>.BAK.113

where *<filename>* is their original file name prior to the patch

For example:

c:\JavaWebServer1.1.3\README.BAK.113

6. After the installation, either the downloaded patch file or the temporary JavaWebServer1.1.3-patch directory can be removed.

Note: If you remove JWS1.1.3 and the JWS 1.1.3 patch and later wish to restore your Java Web Server to its 1.1.3 version, you must install the 1.1.3 patch file again.

Verify Java Web Server 1.1.3 is running

To verify that Java Web Server 1.1.3 is installed properly:

1. Go to: **Start->Settings->Control Panel->Service.**

2. Click **Java Web Server.**

3. Click **Start**.

4. Close the window.

5. Open a Java-enabled browser on the server or another machine that can access the Media Blender via the network and enter http://<machine name>:8080.

A JWS1.1.3 Congratulations page displays indicating that Java Web Server is installed and running successfully.

6. Enter http://<servername>:9090 to confirm that the JWS console is working.

7. Log in using the username admin, and the password admin.

Install and Configure Media Blender

Step 1: Stop the JWS Service

1. Go to: **Start->Settings->Control Panel->Services**

2. Click **Java Web Server.**

3. Click **Stop**.

4. Close the window.

Step 2: Install WebLine Media Blender Software

1. Close all application windows except Windows Explorer.

2. From the WebLine Media Blender CD, double-click **\Webline Media Blender\Setup.exe.**

3. When prompted, enter the serial number located on the back of your CD.

4. Select the destination location and install WebLineMedia Blender to the directory of your choice. (There should be NO spaces in the path.)

5. For the destination directory of the Java Web Server, accept the default directory (c:\JavaWebServer1.1.3) unless you installed to a different directory. If you installed to a directory other than the default, enter that directory here.

6. Select Next. The Java installation confirmation window displays.

7. Click **Close** on the bottom of the confirmation window.

8. Select Finish. The setup is complete.

Step 3: Change the Java Web Server Port

If you have another web server running on the same machine as Media Blender, that web sever and Java Web Server (JWS) may both attempt to use port 80. You can either choose to run the other web server on another port or change the port used by the JWS.

Note: This step is necessary ONLY if you are running another web server on the same machine as JWS.

To change the JWS Port

1. Edit this file :

```
<JWSdir>\properties\server\javawebserver\webpageservice\endpoint.properties
```

Set the endpoint.main.port property to a port other than 80 (e.g. 8080).

Step 4: Edit the CLASSPATH variable (for JTAPI and ICM media only)

If you are using either JTAPI or Lucent ICM media, you need to make additions to the classpath variable.

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Setting CLASSPATH for JTAPI media

You must set the system environment variable to include the directory <weblinedire>\servlet\, <weblinedire>\servlet\wlapi.jar. and the file containing the JTAPI implementation classes (eg. ltjtapia.jar). You should get the JTAPI implementation file from the Passageway software distribution.

1. Copy the file with the JTAPI classes (ltjtapia.jar) from the Passageway CD to <weblinedir>\servlet (or some other convenient location.)

2. Add that file to your CLASSPATH variable by editing the file <jwsdir>\bin\jservargs.txt. Be sure to separate all entries in your CLASSPATH variable with a semicolon (;).

Example:

```
c:\<weblinedir>\servlet;c:\<weblinedir>\servlet\wlapi.jar;c:\<weblinedir>\servlet\ltjtapia.jar
```

In addition, you must also edit the file tsapi.pro (in the <webline dir>\servlet directory) so that it points to your Passageway TServer.

Setting CLASSPATH for Lucent ICM media

If you use Lucent ICM media, you need to add the Lucent ITG install directory to your CLASSPATH variable by editing the file <jwsdir>/bin/jservargs.txt. Be sure to separate all entries in your CLASSPATH variable with a semicolon (;).

Example:

```
c:\<weblinedir>\servlet;c:\<weblinedir>\servlet\wlapi.jar;c:\itg
```

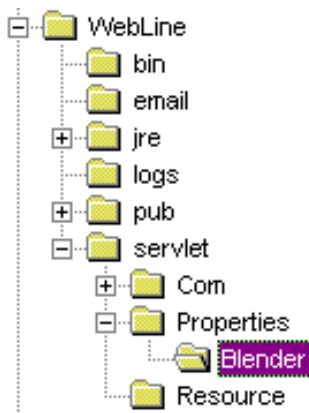**If Media Blender and Lucent ICM are on separate machines**

If you've installed Media Blender and Lucent ICM software on separate machines, you need to copy the ITG class files to the Media Blender machine and ensure that the CLASSPATH includes these files. Follow these steps:

1. Create the directory c:\itg on the Media Blender machine

2. Copy the com directory from the ICM server into c:\itg on the Blender machine. The destination directory should now be c:\itg\com.

3. Add c:\itg to your CLASSPATH on the Media Blender machine by editing the file<jwsdir>\bin\jservargs.txt . The CLASSPATH should be:

```
c:\<webline dir>\servlet;c:\<webline dir>\servlet\wlapi.jar;c:\itg
```

Step 5: Configure Media Blender and participating media

You configure Media Blender and all participating media using a number of plain text *property* files. These files contain simple name value pairs (properties) that define the behavior of the Media Blender or medium. You can modify property files with any text editor. They typically exist in this directory:

The tasks necessary for setting up your Media Blender configuration for the first time include:

- Identifying participating media
- Configuring the connection to Media Blender
- Establishing call types and outbound dialing strategies
- Setting up agent log in
- Setting Up Skills-Based Routing

Complete information these steps appears in Section 2 of the *Media Blender Configuration Handbook*.

Step 6: Configure WCS for communication through a firewall

If you are placing the Media Blender behind a firewall to ensure security, you must ensure that Media Blender can communicate with the WebLine Collaboration Server.

We provide a file you can use as a template when setting firewall information--<jwsdir>/bin/jservargs.firewall.txt. This file also contains the system classpath. You can simply replace jservargs.txt with this file to both set the system classpath and identify your firewall.

1. Back up jservargs.txt by renaming it to <jwsdir>\bin\jservargs.bak or some similar name.

2. Copy <jwsdir>\bin\jservargs.firewall.txt to <jwsdir>\bin\jservargs.txt.

3. Edit the following line to include your firewall's IP adress and port. ((Note: Make sure all parameters are included on a single line; do not use multiple lines):

```
-classpath "c:\webline\servlet;c:\webline\servlet\wlapi.jar" -Dhttp.proxySet=true
-Dhttp.proxyHost=<firewall-ip-address> -Dhttp.proxyPort=<firewall-port>
```

Note: In the example above, the angle brackets are used only to identify variables; do not use angle brackets when entering your firewall's actual IP address and port number.

If you are using JTAPI or Lucent ICM media, be sure to include the appropriate classpath. See Step 4, above
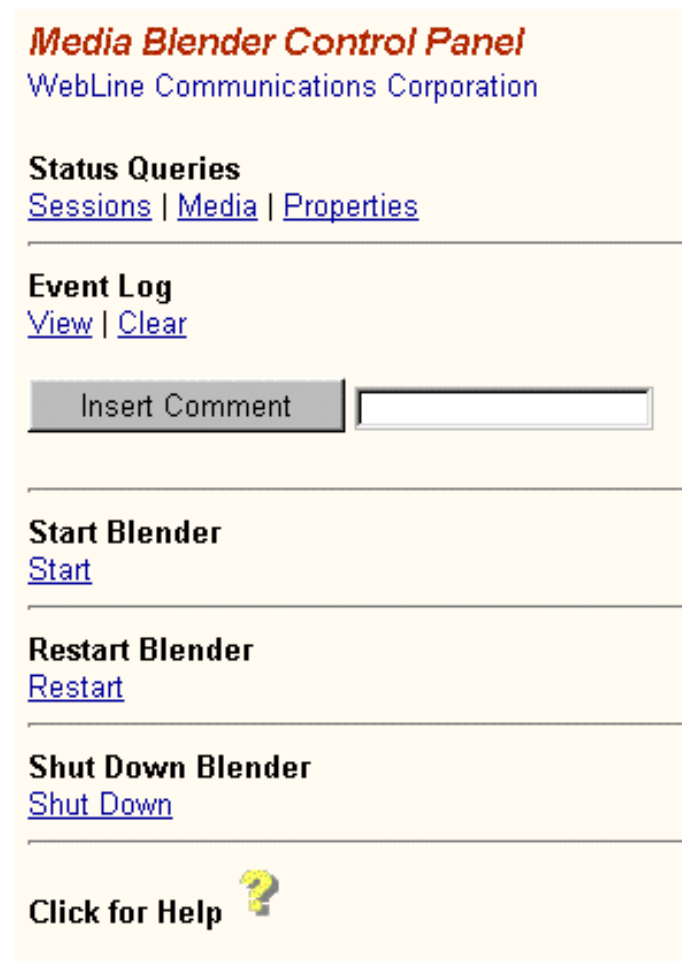
Step 7: Restart JWS

If you did not configure JWS to start as a service, you must restart it now. (If you would like to reconfigure JWS so that it starts as an NT service, see Changing JWS to run as an NT service, below.

Step 8: Start Media Blender

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Important: Before starting Media Blender, ensure that the WebLine Collaboration Server is running.

To start Media Blender, you must access the Media Blender control panel:

1. Open a browser and go to http://<blender-server-name>/admin. The Media Blender Control Panel displays.

2. Click Start.

Appendix A: Post-Installation Tasks

After you've installed and tested Media Blender, you must complete several small steps to ensure proper system function. You must:

- Change the Java Web Server admin password

- Configure Media Blender for autostart

Change the Java Web Server Admin Password

The Java Web Server installs with an administrator user name and password. We recommend that you change this default password. Instructions for changing this password follow.

Java Web Server installs with the following user name and password:

User name=admin

Password=admin

Change the password of the admin user:

1. Go to your browser and enter http://<servername>:9090

2. Log in.

3. Highlight Web Service and click Properties.

4. Enter and verify a new password in the window that displays.

5. Click OK.

Change the password of the admin realm:

1. Click Manage.

2. Select the Security Panel.

3. Select Users.

4. Select Default Realm.

5. Click Change Password and change the password for the admin account to the new password you entered above in step 4.

Configure Media Blender for AutoStart

Once installation is complete, you can ensure that Media Blender and all media automatically start when the Java Web Server and the Blender servlet are started. To ensure automatic start of Media Blender:

1. Edit the blender properties file (This file is typically called blender.properties and resides in <WebLine dir>\servlet\ properties\blender)

2. Set the autostart property to true.

Important: Do not set this property to true until you are sure that all of your media are properly configured.

Appendix B: Running JWS as an NT Service

Changing JWS to run as an NT service

During the installation of JWS you are asked if you want to run JWS as an NT service. If you said NO, and you now want to run JWS as an NT service, perform the following steps:

1. If JWS is already running, stop it as described in the section in Stopping JWS, which follows.

2. If you have the NT services window open, close it.

3. Open a DOS window and enter these commands:

```
cd<JWS root>\bin

jservsvc JavaWebServer remove

jservsvc JavaWebServer install
```

4. Open the NT Services window.

5. Double-click **JavaWebServer.**

6. Decide whether you want the service to run manually or automatically. You may want to run manually until you are sure everything is working properly. Then, you can return to this window and mark the Automatic radio button.

7. Click Start. The word started should appear next to JavaWebServer in NT services.

8. If the autostart property is set to true, Media Blender automatically starts when JWS starts.

How to Start JWS as an NT service

If you are running Media Blender or JRE1.1.4 and JWS is stopped, start JWS as an NT service following these steps.

1. Go to: **Start->Settings->Control Panel->Services**

2. Click **Java Web Server.**

2. If the status is Started, it is already running. Otherwise, start it by clicking **Start**.

If the service is set to Automatic, it will automatically start the next time the system is booted.

How to Stop JWS as an NT service

1. Go to: **Start->Setting->Control Panel->Services**
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2. Select **JavaWebServer.** If the status is **Started**, click **Stop**. The word Started should disappear from the display.

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