

WebLine Media Blender™

Installation Guide: Solaris Systems



Version 3.0

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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

System Requirements

Server Operating System

- Sun Microsystems Solaris 2.6 Server
- Java Web Server 1.1.3 (Supplied with Media Blender)
- Java Runtime Environment (JRE) 1.1.6 (Supplied with Media Blender)

Server hardware requirements

- **Minimum Enterprise configuration**

Dual 400 MHz Sun Enterprise 450
512 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 Lucent Passageway Telephony Services R2.32 v3.0 for JTAPI driver

Supported Voice-over-IP gateways

Lucent Internet Call Center v2.0

Conventions used in this document

Installation Directories

You can install Java Web Server and WebLine Media Blender in any directory of your choice. The examples used in this document install these products in the following directories:

Software	Installation directories used in this document
Java Web Server	/usr/local/JavaWebServer1.1.3
Media Blender	/usr/local/WebLine

CDROM Drive Specification

To install WebLine Media Blender from the CD, you must specify the directory of your CDROM drive. This document refers to the directory name as <cdrom>.

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

Before you install the Media Blender software, you must install Java Web Server. To install Java Web Server, you must have the gzip compress/uncompression utility.

This section explains how to install gzip and Java Web Server 1.1.3

Note: To install these products, you need root privilege. Follow these steps:

1. Type this command:

```
su root
```

2. When prompted, enter the root password.

Install gzip compress/uncompression utility

First, check to see if gzip is already installed on your system. If it is not, follow these steps:

1. Copy the gzip media from the CD:

```
cp /<cdrom>/gzip124 /usr/local
```

2. Enter this command:

```
pkgadd -d gzip124
```

3. Press **Enter** to accept the default to install gzip.

Install Java Web Server 1.1.3

First, check to see if Java Web Server is already installed on your system. If it is not, follow these steps to install Sun's Java Web Server (JWS) version 1.1.3 for Solaris:

1. Copy the JWS media from the CD to /usr/local:

```
cp /<cdrom>/jws113.tgz /usr/local
```

2. Go to /usr/local:

```
cd /usr/local
```

3. Unzip the jws media:

```
/usr/local/bin/gunzip -c jws113.tgz | tar xf -
```

4. Set the ownership of the JavaWebServer directory to nobody.

```
chown -R nobody /usr/local/JavaWebServer1.1.3
```

Test Java Web Server 1.1.3

1. Go to the JWS bin directory:

```
cd /usr/local/JavaWebServer1.1.3/bin
```

2. Start the Java Web Server:

```
./httpd &
```

3. Open a browser and connect to the web server by going to this URL:

```
http://<servername>:8080
```

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

Install and Configure Media Blender

Note: During the installation of Media Blender, you need to enter your Media Blender license key, which is located on the back of your CD jewel case. Make sure you have access to this key during the installation process.

Step 1: Shut Down the Java Web Server

Shut down the Java Web Server using this command:

```
./jsadmin admin/admin -stop
```

Step 2: Install the Media Blender software

1. Copy the file WebLine.taz from the CD to the directory in which you want to install the WebLine Media Blender directory.

Example:

```
cp /<cdrom>/WebLine.taz /usr/local
```

2. Unpack the file using the following commands:

```
cd /usr/local
mv WebLine.taz WebLine.tar.Z
zcat WebLine.tar.Z | tar xf -
```

This creates the WebLine directory under the original directory.

3. Run the installation script:

1. Login as root (using the su command)

2. If you are installing on a machine with X-Windows display access, type:

```
/usr/local/WebLine/bin/installBlender
```

Otherwise (or if you are unsure) type:

```
/usr/local/WebLine/bin/installBlender -nodisplay
```

3. When prompted, enter these values:

--the Java WebServer installation directory of the (/usr/local/JavaWebServer1.1.3)

--the WebLine Media Blender installation directory (/usr/local/WebLine)

--your Media Blender license key

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 :

```
/usr/local/JavaWebServer1.1.3/properties/server/javawebserver/webpageservice/endpoint.properties
```

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

Step 4: Edit the CLASSPATH variable

Edit the blender startup script `/usr/local/WebLine/bin/blender` if you need to make additions to the CLASSPATH variable. By default, the CLASSPATH includes `/usr/local/WebLine/servlet` and `/usr/local/WebLine/servlet/wlapi.jar`. (You need to make changes to the CLASSPATH if you are using JTAPI or Lucent ICM media.)

Setting CLASSPATH for JTAPI media

You must set the system environment variable to include the directory `/usr/local/WebLine/servlet` and the file containing the JTAPI implementation classes (`ltjtapia.jar`). You can obtain the JTAPI implementation file from the Passageway software distribution.

1. Copy the file with the JTAPI classes (`ltjtapia.jar`) from the Passageway CD to `/usr/local/WebLine/servlet` (or some other convenient location).
2. Add that file to your CLASSPATH variable. Be sure to separate all entries in your CLASSPATH variable with a colon (:).

Example:

```
/usr/local/WebLine/servlet:/usr/local/WebLine/servlet/wlapi.jar:/usr/local/WebLine/ltjtapia.jar
```

Note: Make sure the classpath does not include spaces.

In addition, you must also edit the file `/usr/local/WebLine/servlet/tsapi.pro` so that it points to your Passageway TServer.

Setting CLASSPATH for Lucent ICM media

Since Media Blender and Lucent ICM software reside 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 `itg` on the Media Blender machine
2. Copy the `com` directory from the ICM server into `itg` on the Blender machine.
3. Add the `itg` directory to your CLASSPATH on the Media Blender machine. The CLASSPATH should be:

```
/usr/local/WebLine/servlet:/usr/local/WebLine/servlet/wlapi.jar:/usr/local/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 the `usr/local/WebLine/servlet/properties/Blender` 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

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 WCS medium.

To enable the Media Blender to communicate with WCS through a firewall:

1. Create this text file:

```
/usr/local/JavaWebServer1.1.3/bin/jservargs.txt
```

2. Add the following line, to identify your firewall's IP address and port.

Note : Make sure all parameters are included on a single line; do not use multiple lines.

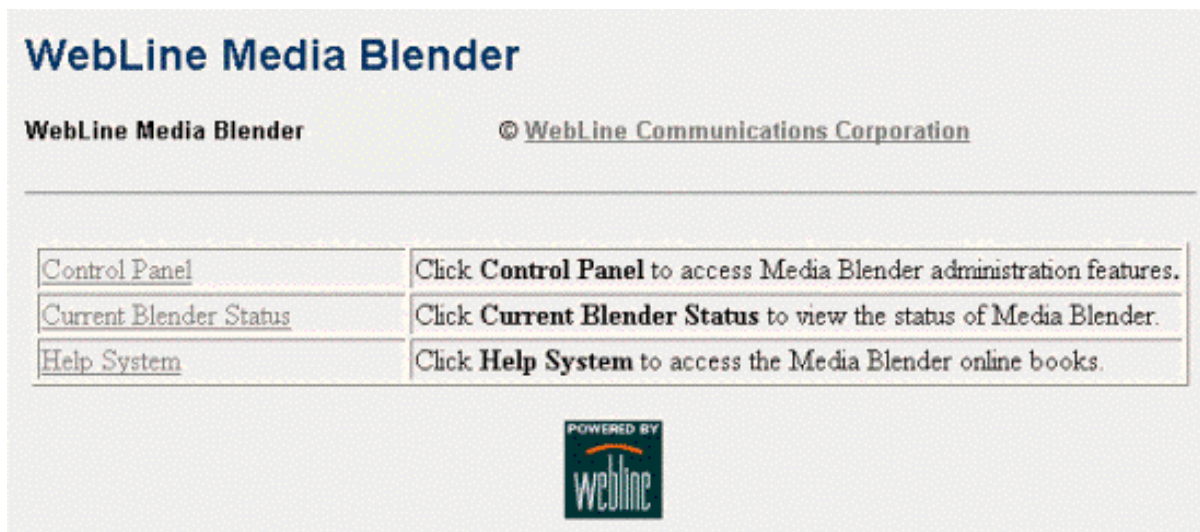
```
-Dhttp.proxySet=true -Dhttp.proxyHost=<ip-addr-of-firewall>-Dhttp.proxyPort=<firewall-port-number>
```

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.

Step 7: Start Media Blender

Start up the Media Blender using the following steps:

1. Type this command: `su root`
2. Run the script `/usr/local/WebLine/bin/blender -start`
3. Open a browser and go to the Blender server. The Media Blender home page displays.



4. Click **Control Panel**.
5. When prompted, enter the administrator username (admin) and password (admin). The Media Blender control panel appears.

Media Blender Control Panel
WebLine Communications Corporation

Status Queries

[Sessions](#) | [Media](#) | [Properties](#)

Event Log

[View](#) | [Clear](#)

Insert Comment

Start Blender

[Start](#)

Restart Blender

[Restart](#)

Shut Down Blender

[Shut Down](#)

Click for Help



6. Click [Start](#) (under Start Blender).

Once you have installed and configured your Media Blender server and it runs as expected, you can add the script above to your /etc/rc scripts, to be started when the machine is started up. You can also remove the file WebLine.tar.Z.

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://<blender-server-name>: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 Blender Administrator:

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 /usr/local/WebLine/servlet/properties/blender)
2. Set the autostart property to true.

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

How to Start JWS and Blender

Once Media Blender has been configured for autostart, use this command to start both JWS and Media Blender automatically:

```
/usr/local/WebLine/bin/blender -start
```

When prompted, enter the JWS admin username and password.

How to Stop JWS and Blender

Once Media Blender has been configured for autostart, use this command to stop both JWS and Media Blender automatically:

```
/usr/local/WebLine/bin/blender -stop
```

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