



Instant Queue Manager V4

Installation Prerequisites and Checklist

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Thank you for selecting Instant Technologies' Instant Queue Manager. This document contains the prerequisites necessary to insure a successful installation Instant Queue Manager and the Instant Agent Framework.

The intended audience for this document is the system administrator or the information technology staff member who will be supporting the application. We assume the reader has a basic administrator level understanding of Lotus Notes and Sametime.

Hardware

Two servers with the following configurations

Instant Agent Framework -

CPU - minimum 1.6Ghz Pentium 4 processor,

RAM - 512 MB,

Hard Disk – 1GB on the system hard drive

1GB available on the installation hard drive,

Video – SVGA

Mouse – Microsoft mouse or compatible device

Network – Internet/Intranet connection.

Domino Server –

Refer to Lotus Domino documentation.

Software

The following software needs to be installed on the servers:

Instant Agent Framework Server –

SUN JDK 1.6 or higher,

Apache Tomcat 6.0

Lotus Notes Client version 6.5 or higher (for message logging.)

Microsoft .NET Framework 3.5 or higher (for broadcast queues)

Internet Explorer 6 or higher.

Domino -

Lotus Domino Server (Needs to have HTTP process running)

Lotus Sametime Server (Need access to sign into the server as various IM

users)

Lotus Notes Administrator Client (To sign the database templates

Lotus Notes Designer Client (To enable the scheduled public group support agent)

Internet Explorer 6 or higher.

Accounts

The following Lotus Notes accounts will be needed on the Domino Server:

Instant Queue Manager Account (Recommended: "ITQMV4 Runtime"),

2 Test entry point accounts. (If not using interviews, only 1 is needed.)

2 Test expert/user accounts.

The installer will need a Lotus Notes account with sufficient privileges to sign databases and edit Access Control Lists (ACLs).

Tasks

Before starting the install the following tasks should have been completed:

Download the 3 Lotus Notes based templates that will be used to create the necessary Queue Manager Configuration databases. These templates will need to be made available to the Domino server hosting the configuration databases.

Download ITQConnect_(version).zip and extract into an IQMV4 install directory.

Download ITQLogs_(version).zip and extract into an IQMV4 install directory.

Download ITQMeasure_(version).zip and extract into an IQMV4 install directory

Install Apache on the server hosting the Queue Manager

Install the Lotus Notes client on the server that has the Apache server and that will hold the Queue Manager server. (If you will be using logging.)

Confirm that the Lotus Notes id that will be used by the Queue Manager will be able to connect to the Domino Server and has the appropriate rights to the ITQLog database.

Prerequisites Checklist

Done	Description	Notes
HARDWARE		
	Server for Instant Queue Manager	
	Lotus Domino and Sametime server	
SOFTWARE on Instant Queue Manager Server		
	SUN JDK 1.6 installed on Instant Agent Framework server.	
	Apache Tomcat 6.0 installed on Instant Agent Framework server.	
	Internet Explorer 6 or higher	IE7 is preferred.
	Lotus Notes client (Version 6.5 or higher)	If doing logging.
	.NET Framework 3.5 or higher	If using Broadcast Queues.
SOFTWARE on Domino Server		
	Lotus Sametime Server	
	Lotus Domino Server	
	Lotus Notes Administrator client	
	Lotus Notes Designer Client	
	Internet Explorer 6 or higher	IE7 is preferred.
ACCOUNTS		
	Instant Queue Manager Account	Recommend: "ITQMV4 Runtime"
	Test Queue Entry Point Userid/pswd	
	Test Interview Entry Point Userid/pswd	
	Test Expert/User 1 Userid/pswd	
	Test Expert/User 2 Userid/pswd	
	An administrator account on the Domino Server to sign databases and edit Access Control Lists.	
TASKS		
	Download and decompress ITQConnect_(ver).zip	
	Download and decompress ITQLogs_(ver).zip	
	Download and decompress ITQMeasure_(ver).zip	
	Confirm that the Instant Agent Framework's Lotus Notes id will connect to the Domino Server.	

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