



Instant Queue Manager V4

Server Installation Notes

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Introduction

These notes explain how to install Instant Queue Manager V4 that runs under Microsoft Windows 2000, XP, 2003 or 2008. This document will give you visual references and explain in detail how to install Instant Queue Manager on your system. The Queue Manager server provides the runtime environment to support Queue Manager monitored queues, interviews, and the java and groovy development environment

System Requirements

The table below list requirements for installation of Instant Agent Framework.

| Instant Agent Framework (All Editions) | |
|---|--|
| Processor | 1.6 Ghz Pentium IV-class processor 2 Ghz Pentium IV-class processor recommended |
| Operating System | Instant Agent Framework can be installed on any of the following systems: <ul style="list-style-type: none"> ▪ Microsoft Windows Server 2008 ▪ Microsoft Windows 7 ▪ Microsoft Windows Vista ▪ Microsoft Windows Server 2003 ▪ Windows XP Professional ▪ Windows XP Home Edition ▪ Windows 2000 Professional ▪ Windows 2000 Server |
| Memory | Instant Agent Framework minimum RAM requirements: <ul style="list-style-type: none"> ▪ Microsoft Windows Server 2003 – 512 megabytes (MB) ▪ Windows XP Professional – 512 MB ▪ Windows XP Home Edition – 512 MB ▪ Windows 2000 Professional – 512 MB ▪ Windows 2000 Server – 512 MB |
| Hard Disk | Instant Agent Framework disk space requirements: <ul style="list-style-type: none"> ▪ 1 MB of available space required on system drive, 200 MB of available space required on installation drive ▪ Additional space required for optional Instant Agent Framework logging database |
| Display | Super VGA (800x600) or higher resolution display with 256 colors |
| Mouse | Microsoft mouse or compatible pointing device |
| Internet Connectivity | Instant Agent Framework requires network connectivity to connect to Sametime server and allow users to query Instant Agent. |
| Software Requirements | SUN JDK 1.6 or above Apache Tomcat 6.0 Microsoft .Net Framework 3.5 (Required for IQM V2.6 – Broadcast Queues) Lotus Notes 6.5 or higher client for logging Lotus Notes ID file that will provide the authentication to the logging database |

Installation Check List

This section contains the list of items that should be ready before the setup program can be executed:

1. Ensure that all the three databases have been successfully created on the domino server:
 - a) IQM V4 Configuration database (typically named: ITQConnect.nsf)
 - b) Queue logs database (typically named: ITQueueLogs.nsf)
 - c) Measurements database (typically named: ITMeasurements.nsf)
2. Verify that you have a dedicated Notes ID (credentials) that can access these databases. The Lotus Notes ID that is the default ID on the Lotus Notes client installation will be used to authenticate into the logging database.
3. Verify that the Queue Manager configuration database can be successfully accessed via Internet Explorer from the system which will run Instant Queue Manager V4
A typical URL to access the configuration database will resemble:
<http://st85.instant-tech.com/iqconnect.nsf/agGenerateInterviewServiceLoad?OpenAgent&Key=All>
4. Make sure you have created a series of Sametime accounts for the following purposes:
 - a) Queue IM Entry Point(s). These are the Sametime IM accounts that will be used to login as the various IM queues.
Queue Entry points are typically named: HelpDesk, Support Desk etc...
 - b) Interview Entry Point(s)
 - c) Expert(s) which will service incoming requests coming in the queue
5. Install SUN JDK 1.6 on the system which will run the Instant Queue Manager V4
6. Install Apache Tomcat Server 6.0
7. If you are upgrading a previous installation of Queue Manager Version 2.x, then the Microsoft .Net Framework 3.5 is also required and should be installed.

After the above mentioned prerequisites have been met you can proceed further and run the IQM V4 Setup Program.

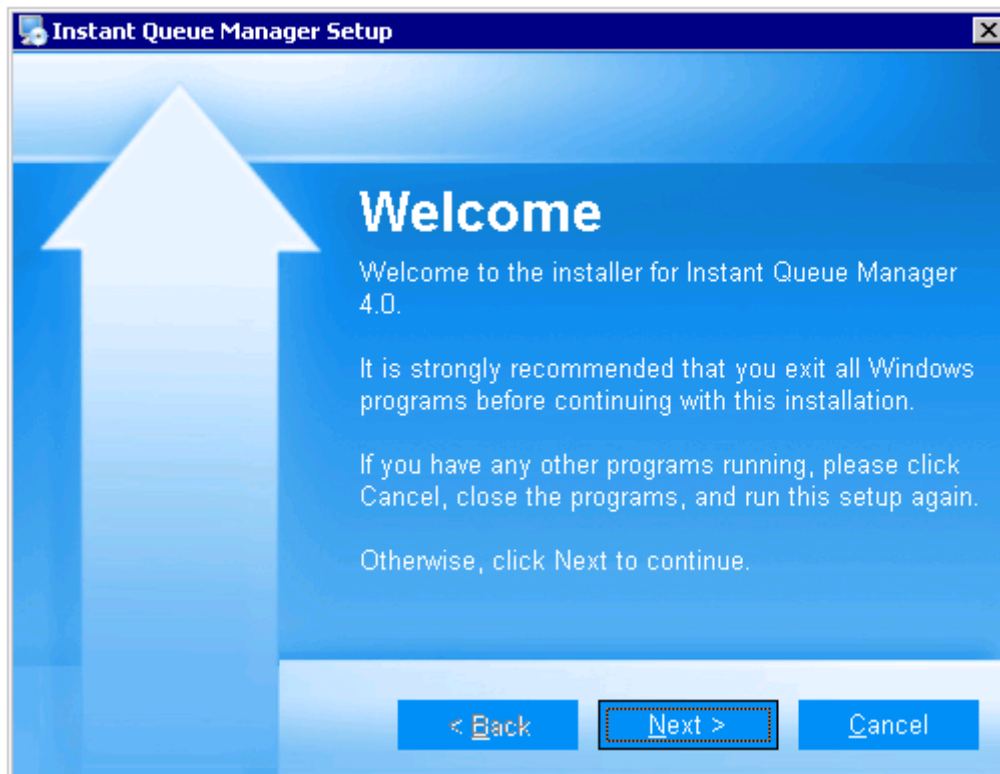
Running the Installation Program

You should have Instant Queue Manager setup program provided to you by Instant Technologies. To start the installation run the program setup.

You will be presented with a sequence of setup windows. Follow the instructions in this document and those that appear on the screen. The responses that you should give are given below:

Instant Queue Manager Setup

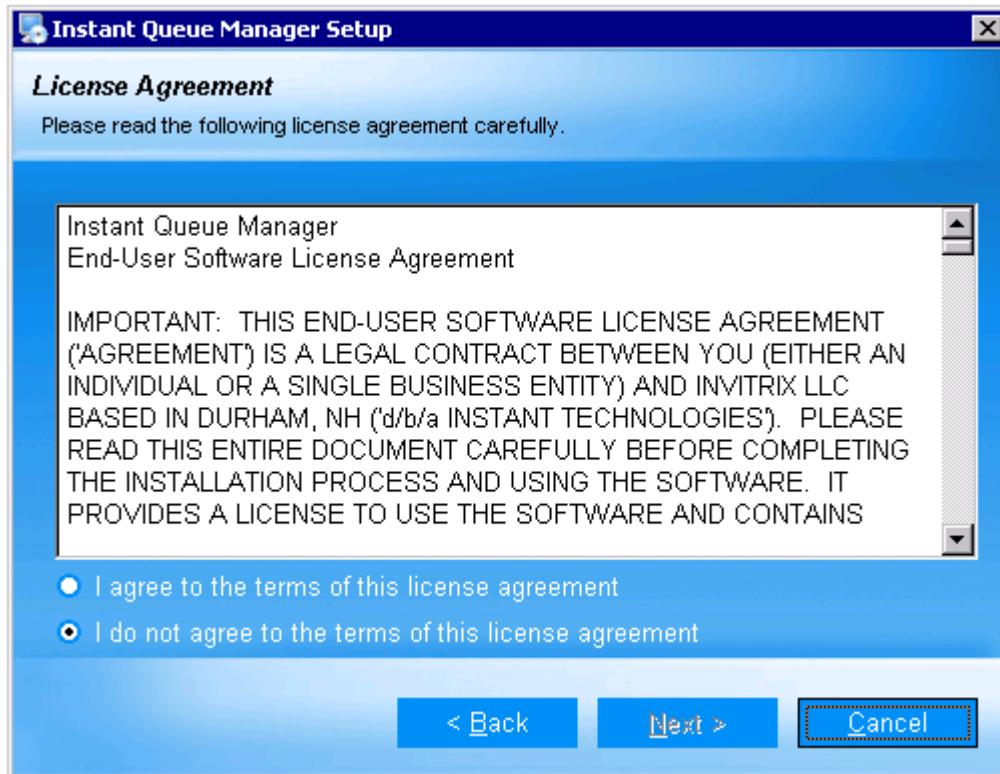
Once the installation program has started you will see the following dialog titled *Instant Queue Manager Setup*.



Click on **Next** and the installation will continue.

License Agreement

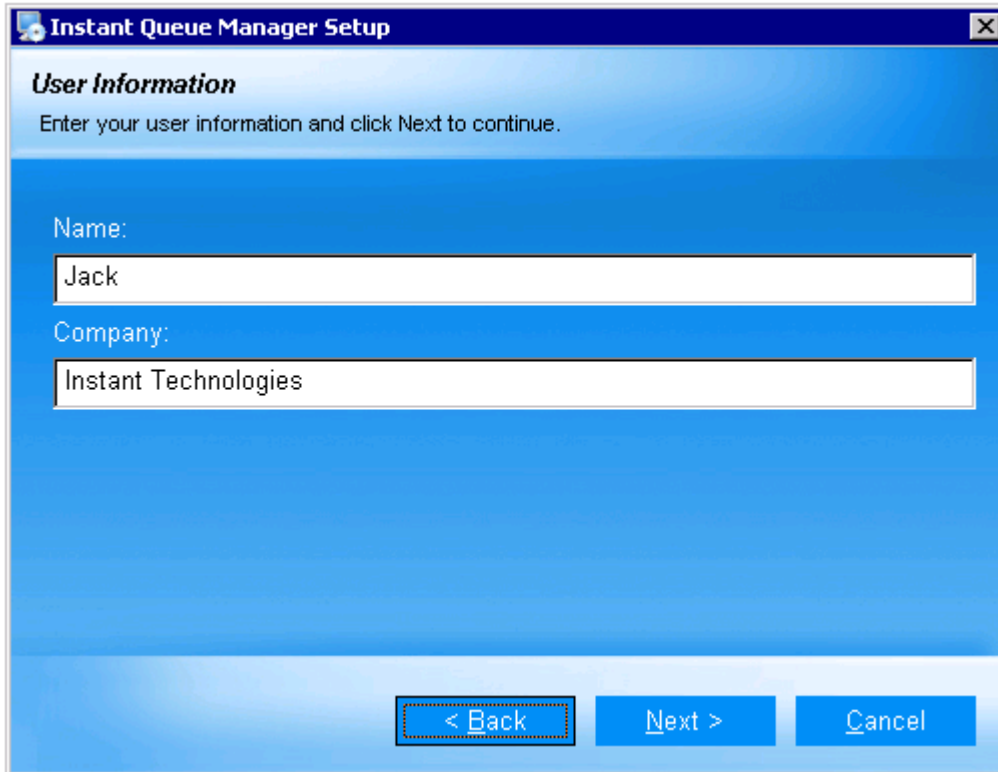
You will now be presented with the following dialog



You are invited to read the license agreement, select *I agree to the terms of this license agreement* option and Press **Next** on this screen.

User Information

You will now be presented with the following dialog

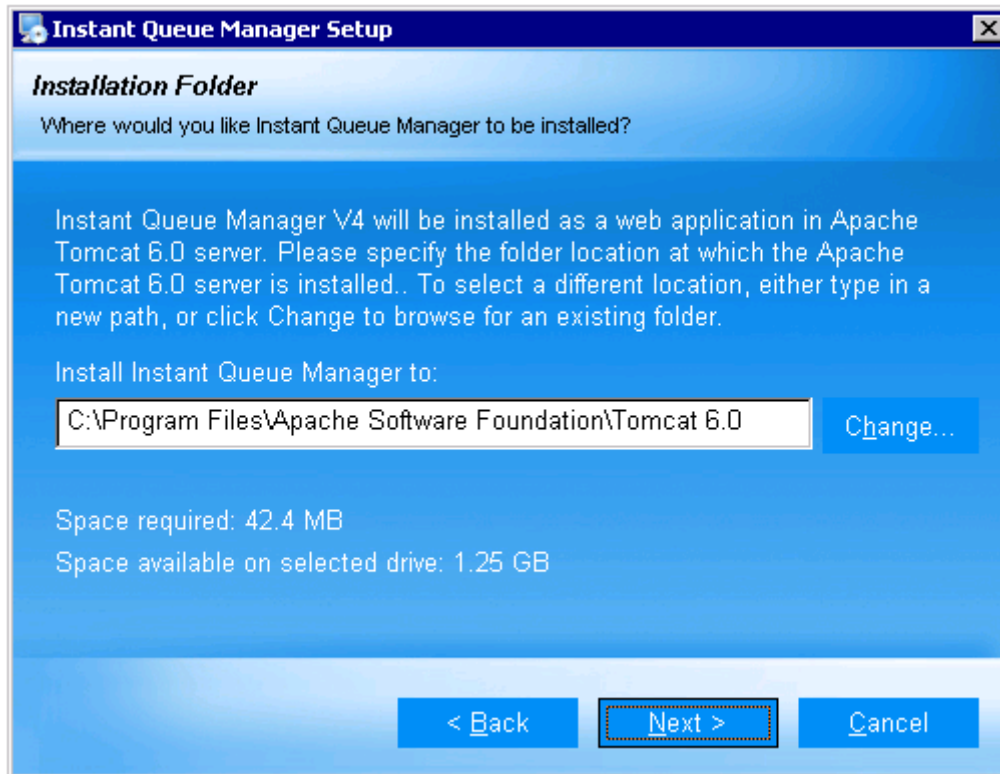


The screenshot shows a Windows-style dialog box titled "Instant Queue Manager Setup". The dialog has a blue gradient background. At the top, the title bar reads "Instant Queue Manager Setup" with a close button (X) on the right. Below the title bar, the text "User Information" is displayed in a bold, italicized font. Underneath, a smaller line of text says "Enter your user information and click Next to continue." There are two text input fields: the first is labeled "Name:" and contains the text "Jack"; the second is labeled "Company:" and contains the text "Instant Technologies". At the bottom of the dialog, there are three buttons: "< Back" (highlighted with a dashed border), "Next >" (with an underline under 'N'), and "Cancel" (with an underline under 'C').

Specify your full name, company name and click **Next** to proceed.

Installation Folder

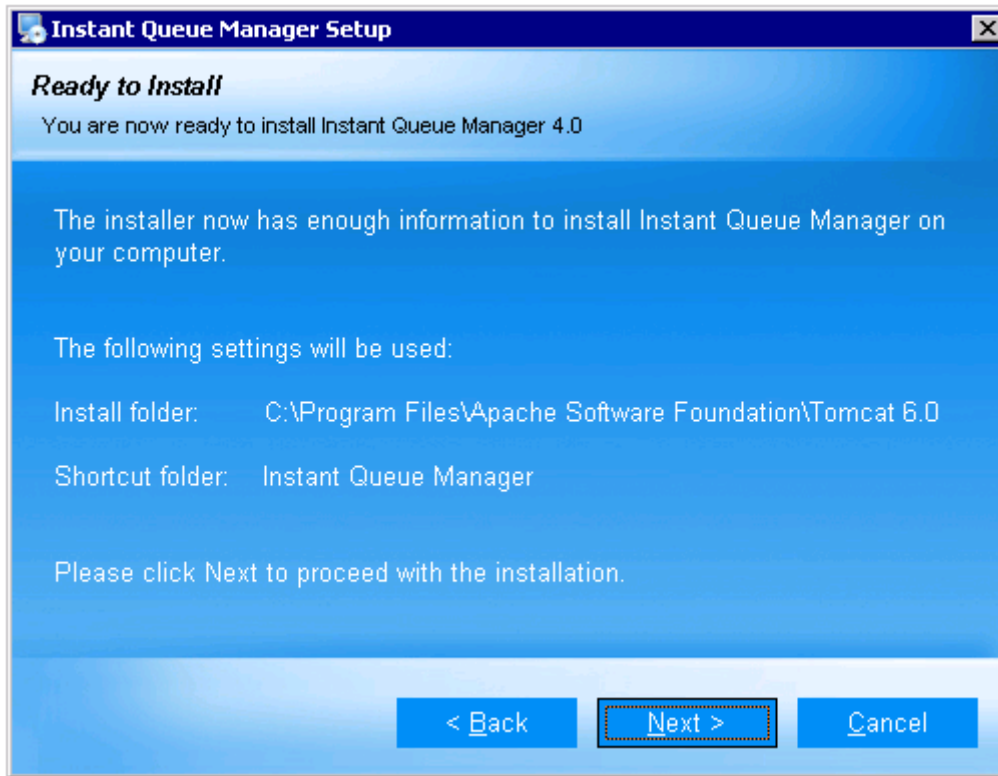
You will now be presented with the following dialog



Set this to the directory in which Apache Tomcat 6.0 is installed on your hard disk such as **C:\Program Files\Apache Software Foundation\Tomcat 6.0** (this is the default) and click **Next**.

Ready to Install

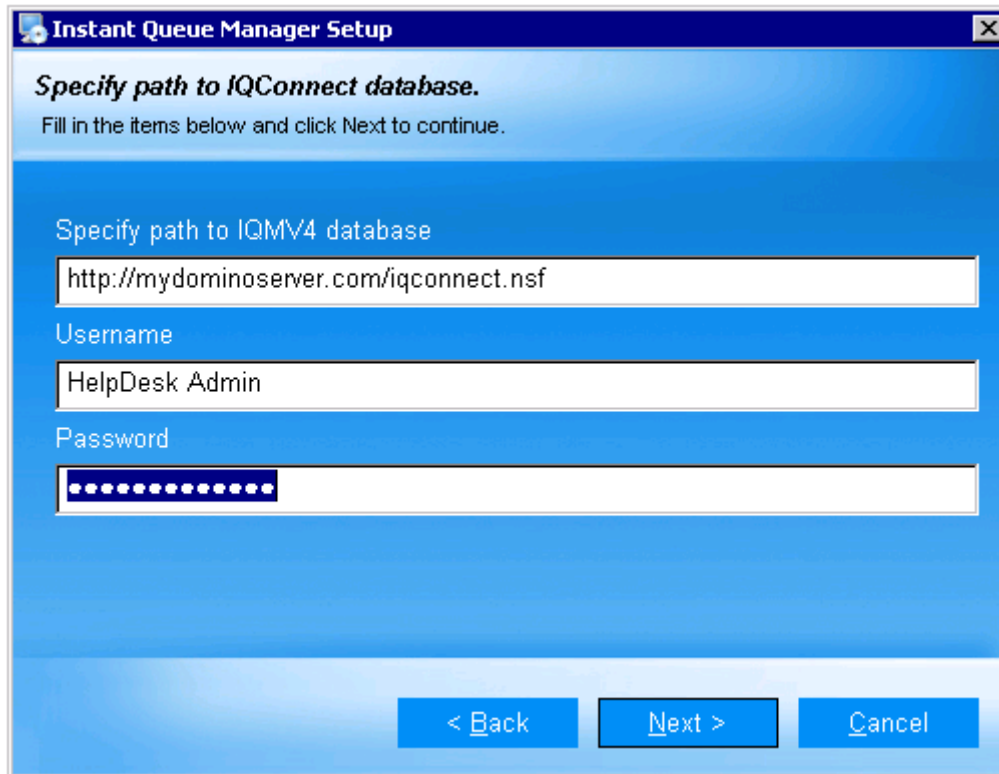
You are now presented with summary of installation options.



Check that this is OK and click **Next**. The installation continues to extract and copy files.

Specify path to IQMV4 Notes Database

You are now presented with the following dialog.



Instant Queue Manager Setup

Specify path to IQConnect database.
Fill in the items below and click Next to continue.

Specify path to IQMV4 database

Username

Password

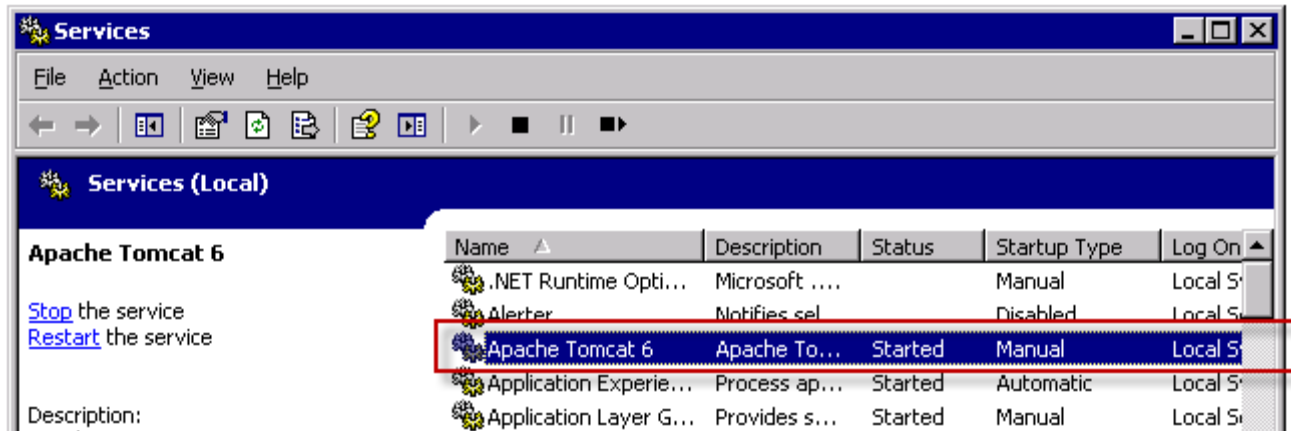
< Back Next > Cancel

On this dialog specify path to the IQMV4 configuration database and user credentials which can access this database. Click **Next**. This user name and password will be the authentication information that the Queue Manager server application will use to access the configuration database. The user name and password should authenticate into the configuration database (ITQConnect.nsf) using the http password. This user name will need to be configured in the ACL of the configuration database and have the admin role enabled.

The installation then configures the web application and ends.

Post Install Starting Apache Services

Next you need to go to Service Applet in System Control Panel and start the “Apache Tomcat” service. This will then start the Instant Queue Manager.



Enabling logging of chats to IQM Queue Logs database

By default logging of chat conversations is disabled. To enable logging take following steps:

1. Install Lotus Notes Client 6.5 or higher on the system running Apache Tomcat Server
2. Associate a Notes ID with the client which can access the Queue Logs database deployed on Domino server
3. Copy Notes.jar file from Lotus Notes client installation folder to <<Apache Installation Folder>>/Tomcat 6.0/webapps/ITFramework/WEB-INF/lib folder
4. Edit the InterviewContext.xml file located at <<Apache Installation Folder>>/Tomcat 6.0/webapps/ITFramework/WEB-INF folder using any text editor
5. Locate the following snippet

```
107
108 <!-- <bean id="ITFDBLoggerService" singleton="true"
109         class="com.instant.services.database.ITFDBLoggerService">
110         </bean>
111 -->
```

6. Remove the highlighted text to activate the logging service
7. After the edits the snippet should look like the following screenshot

```
<bean id="ITFDBLoggerService" singleton="true"
      class="com.instant.services.database.ITFDBLoggerService">
</bean>
```

8. Next save the changes and restart the Apache Tomcat Service from Services applet located in system control panel.

Sending Us Feedback and Suggestions

We value your suggestions and product feedback. As a design and development team, we recognize that most of the great ideas and suggestions come from our customers using, and extending, our products. If you have a product idea or suggestions, please take the time to compose a short email and send it to:

info@instant-tech.com

Thank you for taking the time to share your ideas and for using Instant Queue Manager.