



VXML Interaction Server Installation Guide Version 5.0.6

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VXML Interaction Server Requirements and Compatibility

Overview

This release of VXML Interaction Server (VIS) is compatible with the following Virtual Hold components:

VXML Interaction Server Version	Virtual Hold Version	Platform Toolkit Version	Open VXML Toolkit Library Version	Interactive Voice Gateway (IVG)	VIS Genesys IDriver for AVP/AEP
5.0.1	7.6.11 to 7.6.13	4.0	5.0.0	N/A	N/A
	8.0.3				
5.0.2 through 5.0.5	7.6.14 or later		5.1.0		
	8.0.4 or later			2.0.0 (VIS 5.0.5 only)	
5.0.6	8.0.6			1.0.0	2.0.1

Notes:

1. For information about other releases of Virtual Hold, refer to the *Legacy VXML Interaction Server Installation and Configuration Guide*.
2. For information about VIS Genesys IDriver for AVP and AEP, refer to the [VIS Genesys IDriver for AVP and AEP Release Notes](#).

VIS has been validated with the following Web servers:

- Apache Tomcat 6 and 7 (Windows only)
- Apache Tomcat 7 (Red Hat Enterprise Linux 6.5 only)
- WebLogic (10.3.6 only)
- Red Hat JBoss EAP 6.0

Media files may be stored separately from the VIS application. The following web servers have been validated for use as



media servers:

- Apache Tomcat 6 and 7
- Microsoft IIS 6 and 7
- Apache HTTP Server 2.x
- Red Hat JBoss EAP 6.0

Prerequisites for Installing VXML Interaction Server

Overview

If not already installed, install the following components before installing the VXML Interaction Server:

- [Java® Runtime Environment \(JRE\)](#)
- [Installing Web Servers](#)
- [Microsoft Internet Information Services \(IIS\) \(optional\)](#)
- [Apache Web Server \(optional\)](#)
- [Installing File Extraction Software](#)

Installing Java Runtime Environment (JRE)

VXML Interaction Server requires either version 6 or 7 of the Java Runtime Environment.

Checking whether the JRE is Installed

Use the free online tool at <http://java.com/en/download/installed.jsp> to check which version of Java is currently installed. Or, navigate to **Start > Control Panel** and look for the Java entry.

Installing the JRE

Download the JRE from <http://java.com/en/> and install it on the server where VXML Interaction Server will be installed:

Note:

The minimum Java version for Tomcat 6 is Java 5. The minimum Java version for Tomcat 7 is Java 6. Java provides both 32-bit and 64-bit versions. To check whether you have a 32-bit server or a 64-bit server, find the server you are using in Windows Explorer, and then right-click and select **System Properties**.

Linux requires 32-bit server only.

Important:

VHT strongly recommends using the 64-bit versions of Windows, Tomcat and Java as a best solution so that a large complement of system memory can be allocated for VIS call processing.

1. Download the Java version that is compatible with your server and the version of Web server you plan to install.
2. You may install the JRE in the Program Files folder, or any desired location.
3. During the installation process, accept all of the defaults.

Installing Apache Tomcat Web Server

Overview

Install Apache Tomcat on the server where VXML Interaction Server (VIS) will be installed. For details about which versions of Apache Tomcat are compatible with VXML Interaction Server, refer to the [Virtual Hold System Requirements](#).

Check whether Apache Tomcat is Installed. Tomcat will be listed in Windows Services if it is installed and running. Navigate to **Start > Control Panel > Administrative Tools > Services** and look for the Apache Tomcat entry.

Windows Installation

1. Download Tomcat from the <http://tomcat.apache.org/>. Apache provides both 32-bit and 64-bit versions. Download the version that is compatible with your server.
 - Server 2003 - 32-bit/64-bit Windows Service Installer
 - Server 2008 - 64-bit Windows zip

Important:

VHT strongly recommends using the 64-bit versions of Windows, Tomcat and Java as a best solution so that a large complement of system memory can be allocated for VIS call processing.

2. Install Tomcat on the server. During the installation process, accept all of the defaults.
3. Set the *Session Timeout* property in the Tomcat Deployment Descriptor "web.xml" file to minimize the time-out period for any VIS sessions that do not terminate cleanly. This will reduce the aggregate system memory usage for such call sessions:
 - a. Navigate to the 'conf' folder in the root of the Tomcat directory.
 - b. Open the web.xml file in a text editor.
 - c. Search for **Session-Timeout**. Change the default time of 30 (minutes) to a value less than 10 (5 is recommended).
4. If you use Tomcat version 7 or later, you must modify the context.xml file so that Tomcat can use cookies properly. Perform the following steps:
 - a. Navigate to the conf folder in the root of the Tomcat directory.
 - b. Open the context.xml file in a text editor.
 - c. Search for **Context**. If you find **<Context>**, replace it with **<Context useHttpOnly="false">**.
5. Disable the localhost logs because they are only used during in-depth troubleshooting and unnecessarily consume memory space. Perform the following steps:
 - a. Navigate to the conf folder in the root of the Tomcat directory.
 - b. Open the context.xml file in a text editor.

- c. Comment out the following:

```
<Valve className="org.apache.catalina.valves.AccessLogValve" directory="logs" prefix="localhost_
access_log." suffix=".txt" pattern="%h %l %u %t &quot;%r&quot; %s %b" />
```

For example:

```
<!--<Valve className="org.apache.catalina.valves.AccessLogValve" directory="logs"
prefix="localhost_access_log." suffix=".txt" pattern="%h %l %u %t &quot;%r&quot; %s %b" />-->
```

- d. Restart Tomcat.

6. Install the log4j logging package to provide a "rolling" log for Tomcat. See [Installing the log4j Tomcat Logging Package](#).

Important:

Change the **Maximum memory pool** setting to 25% of the total system memory (e.g., set to 2,048 MB for an 8-GB system). This setting is located under the Java tab in Apache Tomcat Properties, which typically may be opened from C:\Program Files (x86)\Apache Software Foundation\Tomcat x.0bin\Tomcatx.exe

Note:

If you use load balancing or failover features, you must install Apache Tomcat on both of the servers where the VXML Interaction Server will be installed.

Linux Installation

1. Download and install Java if not already completed in previous steps.
2. Download and install Tomcat 7.
 - a. Extract the files from the archive to a temporary location.
3. Move the extracted files to a location of your choice. Remember this location for future use.
 - a. For example, place in the local directory:

```
# tar xzf apache-tomcat-7.0.56.tar.gz
```

```
# mv apache-tomcat-7.0.56 /usr/local/tomcat7
```

4. To start Tomcat:

```
# cd /usr/local/tomcat7
# ./bin/startup.sh
```

5. To stop Tomcat:

```
# ./bin/shutdown.sh
```

Installing Microsoft IIS

Note: For use with media files only in Windows systems.

Microsoft Internet Information Services (IIS) is not required by the VXML Interaction Server (VIS) itself. However, VIS Version 5.0 allows voice prompts to be stored on a media server separate from VIS, and IIS is a supported media server platform.

For details about which versions of Microsoft IIS are compatible with VXML Interaction Server, see the [Virtual Hold System Requirements](#). For details about the components and roles which are required, refer to the [Virtual Hold Installation Guide](#).

Visit www.iis.net for instructions to download and install IIS.

Installing Apache Web Server (Optional)

Apache Web Server (Apache HTTP Server) is not required by the VXML Interaction Server (VIS) itself. However, VIS Version 5.0 allows voice prompts to be stored on a media server separate from VIS, and Apache Web Server is a supported media server platform.

Installing Apache Web Server

Download the software from <http://httpd.apache.org/download.cgi> and install on the server you will be using for voice files.

Installing PHP for Apache Web Server

If your installation did not include PHP, follow these instructions to install it:

1. Download PHP 5.3.5 from <http://windows.php.net/downloads/releases/archives/php-5.3.5-Win32-VC6-x86.msi>
2. Run the installer package.
3. Click **Next** on the Welcome Screen.
4. Accept the License Agreement and click **Next**.
5. Accept the default location to install PHP, or browse to a different location if desired. Click **Next**.
6. On the Web Server Setup screen, select the Apache 2.2.x Module option and click **Next**.
7. On the next screen, browse to the configuration directory for your Apache Web Server installation. This will be similar to C:\Program Files\Apache Software Foundation\Apache2.2\conf\ if you used the default install location when installing the Apache Web Server. Click **Next**.
8. On the Choose Items to Install screen, keep the selected components. You may install additional components if desired. Click **Next**.
9. Click **Install** to install PHP.
10. Click **Finish** when the installation completes.
11. Navigate to your Apache Web Server configuration directory and open the httpd.conf file in a text editor.
12. Locate the <IfModule dir_module> section and change the text from DirectoryIndex index.html to DirectoryIndex index.html index.php.
13. Save the file.
14. Restart the Apache Web Server service.



Installing File Extraction Software

Overview

File extraction software is recommended on all servers running VIS. Virtual Hold Technology recommends 7-zip. Go to www.7-zip.org for more information.



Installing the VIS Application and Media Files

Overview

Two components are required to install the actual VXML Interaction Server: the VIS application and media files. The VIS .war file contains the VXML Interaction Server application. The media files are the default set of voice prompts (.wav files) for supported languages.

Download the appropriate VXML Interaction Server .zip files from the Virtual Hold Download Center.

- The VIS_5.0.6.253_JBOSS.zip, VIS_5.0.6.253_Tomcat.zip and VIS_5.0.6.253_Weblogic.zip files contain the .war file and sample toolkit.properties files.
- The Voices_5.0.6.253.zip file contains the default supported media files.

The following table lists the file names and folder names for each VIS version, along with the supported languages:

Date	Version	.WAR File Name	Voices Folder Name	Supported Languages
January 13, 2014	VIS 5.0.1	VIS_5.0_R1	Voices_5.0_R1	English, FrenchCanadian, and SpanishNA
February 13, 2014	VIS 5.0.2	VIS_5.0_R2	Voices_5.0_R2	English, French and SpanishNA
March 10, 2014	VIS 5.0.2 Hotfix 1	VIS_5.0_R2_HF1	Voices_5.0_R2_HF1	Dutch, English, French, and SpanishNA
April 4, 2014	VIS 5.0.3	VIS_5.0_R3	Voices_5.0_R3	Dutch, English, French, and SpanishNA
April 30, 2014	VIS 5.0.4	VIS_5.0_R4	Voices_5.0_R4	Dutch, English, FrenchCanadian, SpanishNorthAmerican (or SpanishNA for VIS 5.0), and MandarinChinese
June 17, 2014	VIS 5.0.5	VIS_5.0_R5	Voices_5.0_R5	Dutch, English, FrenchCanadian, SpanishNorthAmerican (or SpanishNA for VIS 5.0), and MandarinChinese
November 5, 2014	VIS 5.0.6	VIS_5.0_R6	Voices_5.0_R6	Dutch, English, FrenchCanadian, SpanishNorthAmerican (or SpanishNA for VIS 5.0), and MandarinChinese



For Apache Tomcat (both Windows and Linux), copy the appropriate VIS .war file into the Apache Tomcat webapps directory (\\Tomcat\\webapps). The file should unzip automatically. If it does not, restart Tomcat. For systems using the JBoss EAP Web server, refer to the Using JBoss EAP Web Server topic in the [VXML Interaction Server Configuration Guide Version 5.0.6](#) for more information.

Important:

Delete any existing files before copying the .war file here. This includes previous .war files and unzipped .war files. In systems using Apache Tomcat, delete them in the following locations:

- \\Tomcat\\webapps
- \\Tomcat\\work\\Catalina\\localhost

Using External Media Files in the VXML Interaction Server

Overview

A client's collection of voice files can reside on a media server separate from the VIS application server. This external voice project can be edited independently outside of Eclipse and then deployed to the server without building a new VXML project or .war file. This allows for quicker deployment and easier customization of the voice files.

Any number of media servers may be configured for the external voice projects. If multiple media servers are set up, they can be used either in a distributed (balanced) fashion or in a "failover" mode. This helps to ensure that voice files will still be played if a server stops responding.

Virtual Hold provides a .zip file containing a set of voice files in the Download Center. Clients should download this folder first and deploy it to the media server(s). Clients who use customized voice files must create a new folder for each set of custom files. The new folders will also be deployed to the media server(s). This process now requires fewer steps than previous versions of VIS and can be performed outside of Eclipse.

The VXML Interaction Server will use the configuration details set up in the toolkit.properties file and the Language Settings section of EyeQueue. This configuration information tells VIS where to look for the voice files. When VIS needs to play a voice prompt, it will look for a customized voice file first and play that file if found. Otherwise, the default voice file is played.

Deploying External Media Files

Overview

The VXML Interaction Server can play voice prompts hosted on other media servers. The following Web servers have been verified to use external media files with the VXML Interaction Server:

- Apache Tomcat
- WebLogic
- JBoss EAP
- Apache Web Server
- Microsoft IIS

You can set up any number of servers using any combination of the platforms listed above. Be sure each media server is configured in the toolkit.properties file. Refer to the Configuring toolkit.properties for External Media Files topic in the [VXML Interaction Server Configuration Guide Version 5.0.6](#) for more information.

You may deploy the voices folder as-is from the Virtual Hold Download Center, or you may customize the folder first. Refer to the Customizing External Media Files topic in the [VXML Interaction Server Configuration Guide Version 5.0.6](#) for more information.

Refer to the Using JBoss EAP Web Server topic in the [VXML Interaction Server Configuration Guide Version 5.0.6](#) for more information about JBoss EAP.

After new voice files are deployed, they will be cached and played from the media server within a matter of seconds, depending on the voice browser and media server's cache settings. (The VXML Interaction Server itself does not perform any caching.)

Deploying to Apache Tomcat

- Copy the voices folder and its contents to the \webapps folder in Tomcat (e.g., C:\Program Files (x86)\Apache Software Foundation\Tomcat 7.0\webapps).
- Navigate to the \conf folder in Tomcat (in the same location as the \webapps folder) and open the web.xml file in a text editor.
 - Locate the <param-name>listings</param-name> line in the default servlet section and change its <param-value> to **true** as shown below:

```
<servlet>
  <servlet-name>default</servlet-name>
  <servlet-class>org.apache.catalina.servlets.DefaultServlet</servlet-class>
  <init-param>
    <param-name>debug</param-name>
    <param-value>0</param-value>
  </init-param>
```

```
<init-param>
  <param-name>listings</param-name>
  <param-value>true</param-value>
</init-param>
```

- Test the files by browsing to this path in a Web browser. The browser should be able to locate the folder.

Deploying to Apache Web Server

- Copy the voices folder and its contents to \\Apache\htdocs\.
- Test the files by browsing to this path in a Web browser. The browser should be able to locate the folder.

Deploying to Microsoft IIS 6

Follow these steps to create a virtual directory to include the media files from the media server without having to physically copy them to the IIS 6 server.

1. Open IIS Manager. In the left pane, navigate to the folder under which you want to create the virtual directory. Right-click this folder and select **New > Virtual Directory**.
2. The Virtual Directory Creation Wizard will display. Click **Next**.
3. In the Virtual Directory Alias window, type a name in the Alias field. This alias is used to access the content from a URL. Click **Next**.
4. In the Web Site Content Directory window, enter the path to the voices folder in the Path field, or click **Browse** to navigate to the folder. Click **Next**.
5. In the Virtual Directory Access Permissions window, select the **Read**, **Run Scripts**, and **Browse** options. Click **Next**.
6. Click **Finish**.
7. Test the setup by right-clicking the virtual directory and selecting **Manage Virtual Directory > Browse**. The browser should be able to locate the folder.

Any changes to the files in the voices folder in the virtual directory are automatically detected. No extra deployment steps are needed.

Deploying to Microsoft IIS 7

Follow these steps to create a virtual directory to include the media files from the media server without having to physically copy them to the IIS 7 server.

1. Open IIS Manager. In the Connections pane, navigate to the Sites node, then select the site in which you want to create the virtual directory.
2. In the Actions pane, click **View Virtual Directories**.
3. In the Actions pane, click **Add Virtual Directory**.

4. In the Add Virtual Directory dialog box, type a name in the Alias field. This alias is used to access the content from a URL.
5. In the Physical path field, type the path to the voices folder, or click **Browse** to navigate to the folder.
6. Click **OK**.
7. Under the Sites node, select the new virtual directory. In Features View, double-click **Directory Browsing**.
8. In the Actions pane, click **Enable** to enable browsing to this directory.
9. Test the setup by right-clicking the virtual directory and selecting **Manage Virtual Directory > Browse**. The browser should be able to locate the folder.

Any changes to the files in the voices folder in the virtual directory are automatically detected. No extra deployment steps are needed.

Playing Name Files on Callbacks

For WebLogic, name files need to be inserted into a virtual directory in IIS by creating a Name Files folder. The inbound voice application must correspond to this virtual directory. Names from an inbound call are recorded here. VIS then reads the names from this directory.

Create a Name File Folder

1. Open IIS Manager. In the Connections pane, navigate to the Sites node, then select the site in which you want to create the virtual directory.
2. In the Actions pane, click **View Virtual Directories**.
3. In the Actions pane, click **Add Virtual Directory**.
4. In the Add Virtual Directory dialog box, enter **Namefiles** in the Alias field.
5. In the Physical path field, type the path to the voices folder, or click **Browse** to navigate to the folder.
6. Click **OK**.

Update the Toolkit.properties File

1. Change the Audiopath data to include the Namefiles location that was created.

Note:

For outbound use only.

2. Change the Webaudiopath to: `http://localhost:80/`