

Oracle® Call Center Applications

Setup Guide

Release 11i

July 2001

Part No. A86049-05

1 About this Document

This guide covers the installation of Oracle interaction center components from the Oracle Call Center Applications Setup CD. The Oracle Call Center Applications Setup CD contains the following interaction center software:

- Oracle Scripting Script Author
- Oracle interaction center server components (also known as Oracle Call Center and Telephony components), such as database connectivity, startup script, and other files, for the following servers:
 - Telephony Manager Server
 - Telephony Media Controller
 - Inbound Telephony Server
 - eMail Center Server
 - Routing Server
 - Interaction Blending Server
 - Universal Work Queue Server
 - Server Monitor

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This guide includes the following sections:

- Section 2, "Installing Oracle Scripting Script Author"
- Section 3, "Guidelines for Installing Interaction Center Servers Components"
- Section 4, "Prerequisites for Installing Interaction Center Server Components"
- Section 5, "Preparing to Install Interaction Center Servers Components"
- Section 6, "Starting the Installer for Interaction Center Servers"
- Section 7, "Installing Interaction Center Servers"
- Section 8, "Managing the Interaction Center Servers"
- Section 9, "Troubleshooting the Interaction Center Server Installation"
- Section 10, "Implementation Documentation for Interaction Center"
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2 Installing Oracle Scripting Script Author

If you are implementing Oracle Scripting, use this procedure to install Oracle Scripting Script Author on a Windows 95, Windows 98, or Windows NT machine. For information about Oracle Scripting, see *Oracle Scripting Implementation Guide*.

Prerequisites

- Review the readme.txt file on the Oracle Call Center Applications Setup CD for additional or revised installation tasks.

Steps

1. Place the Oracle Call Center Applications Setup CD in CD-ROM drive.
2. Navigate to the <CD-ROM drive>:\install\win32\ directory.
3. Run setup.exe.

Oracle Universal Installer launches and the Welcome screen appears.

Click **Next** to continue.

4. In the File Locations screen, specify the destination directory for Oracle Scripting Script Author.
 - The Source area displays the path to the components available for installation.

Note: Do not modify the information in the Source area.

- The Destination area displays the default path to which Oracle Scripting Script Author will be installed and the destination alias.

In the Destination area, type the destination path or click **Browse** to choose a destination path. If the destination path does not have a name, type an alias for the destination path in the Name field. You can provide any alias for the purpose of installing Oracle Scripting Script Author.

Click **Next** to continue.

5. In the Available Products screen, select **Scripting Author** and then click **Next** to continue.
6. In the Installation Type screen, select an installation type and then click **Next** to continue.

Note: Each installation type installs the same components.

7. In the Summary screen, verify the installation settings.
 - To make changes, click **Previous** to return to the appropriate screen.
 - To begin the installation, click **Install**.

The Install screen appears and Oracle Scripting Script Author is installed in the oracle\apps\ies\author directory of the destination path. The Oracle Universal Installer also creates an Oracle Scripting folder in the Programs menu.

When the installation is complete, the End of Installation screen appears.

8. Click **Exit** to close Oracle Universal Installer.

This completes the installation of Scripting Author.

2.1 Post-Installation Tasks for Scripting Author

For information about post-installation tasks for Oracle Scripting Script Author, see *Oracle Scripting Implementation Guide*.

2.2 Script Author Online Documentation

Online documentation for Oracle Scripting Script Author is installed to the oracle\apps\ies\author\docs directory of the destination path. To view the online documentation, launch the ies1151.htm file in your web browser.

3 Guidelines for Installing Interaction Center Servers Components

This section includes the following topics:

- [Section 3.1, "Understanding Interaction Center Servers"](#)
- [Section 3.2, "Choosing Which Interaction Center Servers to Install"](#)
- [Section 3.3, "Sizing Guidelines"](#)
- [Section 3.4, "Scalability Guidelines"](#)

3.1 Understanding Interaction Center Servers

An Oracle interaction center is a logical grouping of interaction center processes or servers. The types of servers in your interaction center will depend on the type of media (for example, inbound telephony or email) that your interaction center is processing. For information about choosing interaction center servers to install, see [Section 3.2](#).

The following table describes the different interaction center servers.

Table 1 Interaction Center Server Descriptions

Component	Description
Oracle Telephony Manager	Telephony Manager server handles the queuing and distribution of media items in the interaction center.
Oracle Telephony Media Controller	Telephony Media Controller is used in very large interaction centers to distribute the load on the Telephony Manager server in very large interaction centers.
Oracle Inbound Telephony Server	Inbound Telephony server monitors and forwards inbound telephony and web callback requests to Telephony Manager server.
Oracle Routing Server	Routing Server routes media items to agents or agent groups based on the media classification and routing rules.
Oracle Server Monitor	Server Monitor monitors and coordinates interaction center servers for fault tolerance purposes.
Oracle eMail Center Server	eMail Center server manages both inbound and outbound email interactions.
Oracle Universal Work Queue	Universal Work Queue server delivers media items to the agent desktop.

Table 1 Interaction Center Server Descriptions

Component	Description
Oracle Interaction Blending Server	Interaction Blending server dynamically assigns agents to handle various media types based on media volume and service levels.

3.2 Choosing Which Interaction Center Servers to Install

The types of servers in your interaction center will depend on the type of media (for example, inbound telephony or email) that your interaction center is processing. The following table lists the types of servers recommended for different types of media processing.

Table 2 Interaction Center Servers by Media Processing Type

If you are implementing...	Then install...
Advanced Inbound Telephony in Passive Mode	Server Monitor Telephony Manager Telephony Media Controller Inbound Telephony Server (if implementing web callback) Routing Server (for media classification; routing not used) Universal Work Queue Server
Advanced Inbound Telephony in Active Mode	Server Monitor Telephony Manager Telephony Media Controller Inbound Telephony Server Routing Server (for media classification and routing) Interaction Blending Server (if implementing media work blending) Universal Work Queue Server

Table 2 Interaction Center Servers by Media Processing Type

If you are implementing...	Then install...
Advanced Outbound Telephony	Server Monitor Telephony Manager Telephony Media Controller Inbound Telephony Server Advanced Outbound Proxy Server Routing Server (for media classification and routing) Interaction Blending Server (if implementing media work blending) Universal Work Queue Server
eMail Center	Server Monitor Telephony Manager Telephony Media Controller eMail Center Server Routing Server (for media classification and routing) Interaction Blending Server (if implementing media work blending) Universal Work Queue Server

3.3 Sizing Guidelines

Oracle interaction center server components should be installed on network-connected, server-class machines. You can install the interaction center server components on a UNIX or Windows NT operating system. For information about choosing the number of interaction center server machines for your interaction center, see [Section 3.4](#).

While the file system for interaction center server components on the server machine is comparatively small, media processing in an interaction center can be demanding on hardware speed and memory. Your hardware requirements for running interaction center servers will depend on the:

- Platform
- Operating system
- Type of telephone switch
- Number of concurrent agents
- Volume of calls

There is no one sizing answer for all hardware platforms. The most reliable way to ensure that your hardware is sized appropriately is to install a test environment, and then set a benchmark with a configuration, product mix, and user load that simulates your own. A benchmark uses real world conditions to verify performance before you install a production environment.

If a benchmark is not feasible, find another Oracle Applications installation running a product mix and user profile similar to yours on your target platform. Oracle Consulting Services and your hardware vendor can help you in this search. Some hardware vendors have sizing worksheets that model the speed and memory requirements of Oracle Applications on their hardware.

3.4 Scalability Guidelines

Depending on your system configuration, product mix, and user load, interaction center servers may be installed on one server machine or distributed over several server machines. For optimum performance and scalability, Oracle Corporation recommends that you install and run each interaction center server from its own independent machine. Additionally, if you plan to support an interaction center with more than 1000 agents, you should install Oracle Telephony Media Controllers on separate machines.

Use the following table as a general guideline to help you determine the number of interaction server machines that you will need for your interaction center. The following scalability information is for Microsoft Windows NT. It assumes a Pentium III 500 MHz machine with 512 MB RAM.

Table 3 *Number of Server Machines by Number of Agents*

Number of Agents	Number of Server Machines
Less than 50 agents	One machine to run all of the interaction center servers.
50 to 500 agents	Two machines. <ul style="list-style-type: none"> ■ Call Center Connectors, Telephony Manager, Telephony Media Controller, Inbound Telephony ■ Universal Work Queue, Routing, eMail Center
501 to 1000 agents	Three machines. <ul style="list-style-type: none"> ■ Telephony Manager ■ Call Center Connectors, Telephony Media Controller, Inbound Telephony, eMail Center ■ Universal Work Queue, Routing

Table 3 *Number of Server Machines by Number of Agents*

Number of Agents	Number of Server Machines
More than 1001 agents	Four machines. <ul style="list-style-type: none">■ Telephony Manager■ Call Center Connectors, Telephony Media Controller, Inbound Telephony■ Routing, eMail Center■ Universal Work Queue

4 Prerequisites for Installing Interaction Center Server Components

The following prerequisites need to be met prior to installing interaction center server components from the Oracle Call Center Applications Setup CD.

- ❑ If necessary, install or upgrade Oracle Applications, Release 11*i*.

The Oracle Applications Rapid Install installs a complete set of Oracle Applications products at the latest available maintenance pack level. It installs the required technology stack components, creates the Oracle Applications database, and installs the Oracle Applications file system components. For more information, see *Installing Oracle Applications, Release 11i*.

If you are performing a two node or multi-node installation of Oracle Applications, then you should complete the installation of the Oracle Applications administration server on an applications server machine before proceeding with the installation of the interaction center server components on the interaction center server machines.

If you plan to install the interaction center server components on UNIX machines, make a note of the user account used to install Oracle Applications. On UNIX machines, the interaction center server components must be installed to the server machines using the same user account used to install Oracle Applications.

- ❑ Stop all interaction center servers.
- ❑ Backup database connectivity (dbc.cct) files or initialization (*.ini) files from any previous installation of interaction center server components.
- ❑ If you are re-installing interaction center server components to a different location on the same machine, then uninstall the installed components.

You can uninstall interaction center server components from the Welcome screen in the Oracle Call Center Applications Setup installer. For information about starting the Oracle Call Center Applications Setup installer, see [Section 6](#). For information about uninstalling interaction center server components, see [Section 7](#).

Note: If there are interaction center server components already installed on this machine, then you must install the interaction center server components to the same directory.

- ❑ Ensure that the Oracle Applications apps.zip and jdbc111.zip files are accessible on or from each interaction center server machine.

The functionality for the interaction center servers resides in the Oracle Applications apps.zip file. The Oracle Applications jdbc111.zip file contains Java database connectivity information. The interaction center server machine must access the apps.zip and jdbc111.zip files to run the interaction center server.

You have the following options:

- Install the apps.zip file and jdbc111.zip file locally by running an Oracle Applications Rapid Install on each interaction center server machine. The apps.zip and jdbc111.zip files are typically found in the COMMON_TOP directory that is created during the installation of Oracle Applications.

While the installation of any Oracle Applications server from a Rapid Install will install the Oracle Application file system components, the smaller web server (sometimes referred to as web tier) installation is recommended. You do not have to start the web server to run interaction center servers. A multi-node Rapid Install allows you to install any type of specific Oracle Applications server, such as the Oracle Applications web server.

Note: Then the Oracle Applications apps.zip file is patched on the Oracle Applications server machine, then it must also be patched on each interaction center server machine.

- Map a network drive or create a symbolic link to the apps.zip and jdbc111.zip files on the Oracle Applications server to which patches are most often applied, such as the Administration Server. This makes patches to the Oracle Applications apps.zip file immediately available to the interaction center server machines.

Please check with your system administrator about the advisability of pointing to the apps.zip on the Oracle Applications server. While the apps.zip file contains Java code and is platform-independent, there may be other issues to consider when mapping or linking to a file on another server machine.

- ❑ Ensure that a Java Runtime Environment (JRE) is installed on each interaction center server machine.

The JRE provides the Java virtual machine in which the interaction center servers run. The JRE installed on the interaction center server machine must be compatible with the operating system.

You have the following options:

- Install the JRE locally by running an Oracle Applications Rapid Install on each interaction center server machine. The JRE is typically found in the JRE_TOP directory that is created during the installation of Oracle Applications.

While the installation of any Oracle Applications server from a Rapid Install will install the Oracle Application file system components, the smaller web server (sometimes referred to as web tier) installation is recommended. You do not have to start the web server to run interaction center servers. A multi-node Rapid Install allows you to install any type of specific Oracle Applications server, such as the Oracle Applications web server.

- Independently obtain and install Java Development Kit 1.1.8 on each of the interaction center server machines.

5 Preparing to Install Interaction Center Servers Components

- ❑ Identify which interaction center server components you are going to install on which interaction center server machine. For guidelines, see [Section 3](#).
- ❑ Identify the destination path on the interaction center server machine where the software will be staged during the installation process.

Destination Path:

Note: The *destination* directory is a staging area for the software during the installation process. The *target* directory is where the interaction center server components are actually installed. The destination and target directory may be the same.

- ❑ Identify the target path on the interaction center server machine where the interaction center server components will be installed.

Target Path:

- ❑ Identify the path to the Oracle Applications apps.zip and jdbc11.zip files.

apps.zip/jdbc11.zip Path:

Note: Do not include a slash (‘/’) at the end of the path.

The apps.zip and jdbc11.zip files are typically found in the COMMON_TOP directory that was created during the installation of Oracle Applications. These files may reside on your applications server or the local interaction center server machine. For more information, see [Section 4](#).

- ❑ Identify the path to the Java Runtime Environment (JRE).

JRE Path:

Note: Do not include ‘/bin’ at the end of the path.

The JRE must reside on the local interaction center server machine. For more information, see [Section 4](#).

- ❑ Identify the parameters for connecting the interaction center server machine to the Oracle Applications database server. You can point to an existing database connectivity (cct.dbc) file or create a database connectivity file during the installation process.

The following table lists the database connectivity parameters for interaction center server machines. If you do not know the appropriate values, then contact your Oracle Applications system administrator or database administrator.

Table 4 Database Connectivity Parameters for Interaction Center Server

CCT.DBC Parameter	Description/Default
TWO_TASK	Enter the name of the Oracle database.
FNDNAM	The default value is 'apps.' Do not change this value.
GWYUID	Enter the gateway userid and password.
FND_MAX_JDBC_CONNECTIONS	The default value is '20.' Do not change this value.
GUEST_USER_PWD	Enter the Oracle Applications guest userid and password
APPS_JDBC_DRIVER_TYPE	The default value is "THIN." Do not changes this value.
DB_HOST	Enter the name of the host machine for the Oracle database.
DB_PORT	Enter the listener port number for the database client.

The following is an example of a database connectivity (cct.dbc) file:

```
#DB Settings
#Thu Aug 19 18:47:53 PDT 1999
#APPL_SERVER_ID=
TWO_TASK=tst115
FNDNAM=apps
GWYUID=aplsyspub/pub
FND_MAX_JDBC_CONNECTIONS=20
GUEST_USER_PWD=userid/password
APPS_JDBC_DRIVER_TYPE=THIN
DB_HOST=ap100sun
DB_PORT=1521
```

- ❑ If you are installing interaction center server components on a Windows NT server machine, determine whether the interaction center servers should be installed as Windows NT services.

Installing interaction center servers as Windows NT services allows automatic startup of the interaction center servers. Optionally, you may manually start the interaction center servers in console mode.

Note: On a UNIX machine, interaction center servers run in console mode only.

- ❑ Identify the names of the interaction center servers.

The name of the interaction center server on the server machine must match the name of the interaction center server in the Oracle Applications database.

You may enter the server names here first and then define the same server names in Oracle Applications using the Server Locator window (Call Center Server Administrator responsibility). Or you can define the server name in Oracle Applications first and then use the same names on the interaction center server machine.

For information about defining interaction center servers in Oracle Applications, see *Oracle Telephony Manager Implementation Guide*. For information about modifying the name of an interaction center server on the server machine after installation of the interaction center server components, see [Section 9.2](#).

- Oracle Telephony Manager Server Name:
- Oracle Telephony Media Controller Server Name:
- Oracle Inbound Telephony Server Name:
- Oracle Routing Server Name:
- Oracle Server Monitor Name:
- Oracle Email Center Server Name:
- Oracle Universal Work Queue Server Name:
- Oracle Interaction Blending Server Name:

6 Starting the Installer for Interaction Center Servers

You can install the interaction center server components on a UNIX or Windows NT operating system.

This section includes the following topics:

- [Section 6.1, "Starting the Installer on UNIX"](#)
- [Section 6.2, "Starting the Installer on Windows NT"](#)

6.1 Starting the Installer on UNIX

Use this procedure to start the Oracle Call Center Applications Setup CD installer on a UNIX operating system.

Prerequisites

- Review the guidelines for installing interaction center server components. See [Section 3](#).
- Review the prerequisites for installing interaction center server components. See [Section 4](#).
- Review an overview of installing interaction center server components. See [Section 5](#).
- Review the readme.txt file on the Oracle Call Center Applications Setup CD for additional or revised installation tasks.
- Backup database connectivity (dbc.cct) files or initialization (*.ini) files from any previous installation of interaction center server components.

Steps

1. Stop all Oracle processes and services running on your machine.
2. Place the Oracle Call Center Applications Setup CD in CD-ROM drive.
3. Log in as the user who installed Oracle Applications.
4. Create a CD-ROM mount point directory.
5. Mount the CD-ROM drive on the mount point directory.
6. Navigate to the <CD-ROM drive>:\install*<platform>*\ directory.
7. Run runInstaller.

Oracle Universal Installer launches and the Welcome screen appears. For information about installing the interaction center server components, see [Section 7](#).

6.2 Starting the Installer on Windows NT

Use this procedure to start the Oracle Call Center Applications Setup CD installer on a Windows NT operating system.

Prerequisites

- Review the guidelines for installing interaction center server components. See [Section 3](#).
- Review the prerequisites for installing interaction center server components. See [Section 4](#).
- Review an overview of installing interaction center server components. See [Section 5](#).
- Review the readme.txt file on the Oracle Call Center Applications Setup CD for additional or revised installation tasks.
- Backup database connectivity (dbc.cct) files or initialization (*.ini) files from any previous installation of interaction center server components.

Steps

1. Stop all Oracle processes and services running on your machine.
2. Place the Oracle Call Center Applications Setup CD in CD-ROM drive.
3. Navigate to the <CD-ROM drive>:\install\win32\ directory.
4. Run setup.exe.

Oracle Universal Installer launches and the Welcome screen appears. For information about installing the interaction center server components, see [Section 7](#).

7 Installing Interaction Center Servers

Use this procedure to install Oracle interaction center server components from the Oracle Call Center Applications Setup CD on your interaction center server machines.

Prerequisites

- Review the guidelines for installing interaction center server components. See [Section 3](#).
- Review the prerequisites for installing interaction center server components. See [Section 4](#).
- Review an overview of installing interaction center server components. See [Section 5](#).
- Review the readme.txt file on the Oracle Call Center Applications Setup CD for additional or revised installation tasks.
- Backup database connectivity (dbc.cct) files or initialization (*.ini) files from any previous installation of interaction center server components.
- Start the Oracle Call Center Applications Setup installer for your particular platform. See [Section 6](#).

Steps

1. If you are re-installing interaction center server components to a *different* location on the same machine, then deinstall the installed components.

Note: Be sure to backup any database connectivity (dbc.cct) files or initialization (*.ini) files from your previous installation.

- To verify installed products, click **Installed Products** in the Welcome screen.
- To deinstall products, click **Deinstall Products** in the Welcome screen.

Click **Next** to continue.

2. In the File Locations screen, specify the *destination* path for the staging of the software during the installation process.

Note: The *destination* directory is a staging area for the software during the installation process. The *target* directory, which is defined in a later step, is where the interaction center server components are actually installed. The destination and target directory may be the same.

- The Source area displays the path to the components available for installation.

Note: Do not modify the information in the Source area.

- The Destination area displays the default path to which the interaction center server components will be staged and the destination alias.

In the Destination area, type the destination path or click **Browse** to choose a destination path. If the destination path does not have a name, type an alias for the destination path in the Name field. You can provide any alias for the purpose of staging the interaction center components.

Click **Next** to continue.

3. In the Available Products screen, select **Oracle Call Center and Telephony** and then click **Next** to continue.
4. In the Available Product Components screen, select the interaction center server component(s) that you want to install and then click **Next** to continue.

For help with choosing which interaction center server components to install, see [Section 3](#).

5. In the Target Directory screen, type the path to the directory where the interaction center server components will be installed or click **Browse** to choose a path.

Note: If there are interaction center server components already installed on this machine, then you must install the interaction center server components to the same directory. Be sure to backup any database connectivity (dbc.cct) files or initialization (*.ini) files from your previous installation.

Click **Next** to continue.

6. In the first Locate Directory screen, type the path to the Oracle Applications apps.zip and jdbc111.zip files or click **Browse** to choose a path.

Note: Do not includes a slash ('/') at the end of the path.

The apps.zip and jdbc111.zip files are typically found in the COMMON_TOP directory that was created during the installation of Oracle Applications. These files may reside on your applications server or the interaction center server machine. For more information, see [Section 4](#).

Click **Next** to continue.

The installer validates the existence of the apps.zip and jdbc111.zip files in the specified location.

7. In the second Locate Directory screen, type the path to the Java Runtime Environment (JRE) or click **Browse** to choose a path.

Note: Do not include '/bin' at the end of the path.

The JRE must reside on the interaction center server machine. For more information, see [Section 4](#).

Click **Next** to continue.

The installer validates the existence of the /bin/jre.exe file in the JRE path.

8. In the DBC File screen, indicate whether you are using a database connectivity (cct.dbc) file from a previous installation or you are going to create a new database connectivity file using the installer.

Click **Next** to continue.

9. Specify your database connectivity file.
 - If you are using an existing database connectivity file, the Location DBC File screen appears. Type the path of the cct.dbc file or click **Browse** to choose a path.
 - If you are creating a new database connectivity file, the Database Connection Parameters screen appears. Enter the parameters for connecting the server machine to the Oracle Applications database server.

For information about the database connectivity parameters for the interaction center server components, see [Section 5](#). For information about modifying the database connectivity file after installation of the interaction center server components, see [Section 9.1](#).

Click **Next** to continue.

10. If you are installing interaction center server components on a Windows NT server machine, the Install as NT Server or Console Mode screen appears. Indicate whether the interaction center servers should be installed as Windows NT services.

Installing interaction center servers as Windows NT services allows automatic startup of the interaction center servers. Optionally, you may manually start the interaction center servers in console mode.

Note: On a UNIX machine, interaction center servers run in console mode only.

Click **Next** to continue.

11. In the Enter the Server Name screens, specify the names of the interaction center servers.

The name of the interaction center server on the server machine must match the name of the interaction center server in the Oracle Applications database.

You may enter the server name here first and then define the same server name in Oracle Applications using the Server Locator window (Call Center Server Administrator responsibility). Or if you defined the server name in Oracle Applications first, then you may enter that server name here.

For information about defining interaction center servers in Oracle Applications, see *Oracle Telephony Manager Implementation Guide*. For information about modifying the name of an interaction center server on the server machine after installation of the interaction center server components, see [Section 9.2](#).

Click **Next** to continue.

12. In the Summary screen, verify the installation settings.
 - To make changes, click **Previous** to return to the appropriate screen.
 - To begin the installation, click **Install**.

The Install screen appears and the interaction center server components are installed in the cct directory of the target path. On a Windows NT machine, the Oracle Universal Installer also creates an Oracle Call Center and Telephony folder in the Programs menu.

When the installation is complete, the End of Installation screen appears.

- 13.** Click **Exit** to close Oracle Universal Installer.

This completes the installation of the interaction center server components.

8 Managing the Interaction Center Servers

This section includes the following topics:

- [Section 8.1, "Starting the Interaction Center Servers"](#)
- [Section 8.2, "Using Oracle Server Monitor"](#)
- [Section 8.3, "Using Oracle Server Launcher"](#)
- [Section 8.4, "Interaction Center Server Startup Scripts"](#)
- [Section 8.5, "Interaction Center Server Windows NT Services"](#)

8.1 Starting the Interaction Center Servers

Use this procedure to start the interaction center servers.

Prerequisites

None

Steps

1. Log on to the server machine
 - On Windows NT, log on as a user with administrative privileges.
2. If you are not using Server Monitor or Server Launcher, start the interaction servers in this order:
 - a. Routing Server
 - b. Telephony Manager Server
 - c. Inbound Telephony Server
 - d. All other servers in no particular order

To start an interaction center server in console mode, run the startup script. For startup script names, see [Section 8.4](#).

To start an interaction center server as a Windows NT server, use the Services options in the Windows NT Control Panel. For Windows NT service names, see [Section 8.5](#).

8.2 Using Oracle Server Monitor

Oracle Server Monitor is an optional process that monitors the interaction center servers. Server Monitor is automatically installed along with installation of any of the interaction center server components.

Server Monitor monitors the following servers:

- Telephony Manager Server
- Telephony Media Controller
- Inbound Telephony Server
- Routing Server

You can start the Server Monitor first, and then start the other interaction center servers in no particular order. Or you can start the Server Monitor after startup of the interaction center servers (see [Section 8.1](#)). The monitored servers will automatically connect to the Server Monitor within five minutes.

Note: On Windows NT, it is recommended that you start the Server Monitor as a service (see [Section 8.5](#)).

8.2.1 Monitoring Servers Using Server Monitor Commands

Use this procedure to monitor the interaction center servers from the Server Monitor command line interface.

Prerequisites

None

Steps

1. At the command line:
 - On Windows NT, run the file smcmd.bat.
 - On UNIX, run the file smcmd.sh.
2. Enter a command.

The following table describes the server monitor commands.

Table 5 Server Monitor Commands

Command	Description
HELP	Displays the Server Monitor commands.
SHUTDOWN	Shuts down the Server Monitor and Server Monitor command line tool.
STATUS	Displays Server Monitor status information.
GC	Initiates garbage collect.
RSTART {serverName}	Starts a remote server.

Table 5 Server Monitor Commands

Command	Description
RSTOP {serverName}	Stops a remote server.
RSTATUS {serverName}	Shows the status of the remote server.
RSTATUS	Displays the status of all server that are monitored by the Server Monitor.
RLIST	Displays a list of servers installed on different hosts.
STOPCMDLINE	Stops the command line interface.

8.3 Using Oracle Server Launcher

Oracle Server Launcher is an optional process that performs remote startup of the Server Monitor. Server Launcher is automatically installed along with installation of any of the interaction center server components.

If you are running Server Launcher, then you will need to stop the process prior to stopping any of the other interaction center servers. If you do not do this, then Server Launcher will attempt to restart the servers that you are trying to stop.

8.4 Interaction Center Server Startup Scripts

The functionality for the interaction center servers resides in the Oracle Applications apps.zip file. The interaction center server uses startup scripts, installed by the Oracle Call Center Applications Setup CD to the interaction center server machine, to access the apps.zip and run the interaction center server process. The startup scripts can be found in the cct directory.

The following table lists the startup scripts names for interaction center servers running on UNIX and Windows NT.

Table 6 Interaction Center Server Startup Script Names

Server	UNIX Script Name	NT Script Name
Telephony Manager Server	otm.sh	otm.bat
Telephony Media Controller	otmc.sh	otmc.bat
Inbound Telephony Server	its.sh	its.bat
Routing Server	ors.sh	ors.bat
eMail Center Server	emc.sh	emc.bat
Server Monitor	sm.sh	sm.bat

Table 6 Interaction Center Server Startup Script Names

Server	UNIX Script Name	NT Script Name
Universal Work Queue Server	ieusvr.sh	ieusvr.bat
Interaction Blending Server	iebsvr.sh	iebsvr.bat
Server Launcher	sml.sh	sml.bat

8.5 Interaction Center Server Windows NT Services

When installing interaction center server components on a Windows NT server machine, you have the option to install the interaction center server components as Windows NT services. This option allows automatic startup of the interaction center servers. Optionally, you may manually start the interaction center servers in console mode using the startup scripts. For more information, see [Section 8.4](#).

By default, the startup type for the Oracle Server Launcher service is set to Automatic. The startup type for the other interaction center server services is set to Manual. Use the Services options in the Windows NT Control Panel to change the startup type.

The following table lists the Windows NT service names for interaction center servers running as services on Windows NT.

Table 7 Interaction Center Server Windows NT Service Names

Component Name	NT Service Name
Telephony Manager Server	OracleTelephonyManager_<server name>
Telephony Media Controller	OracleTelephonyMediaController_<server name>
Inbound Telephony Server	OracleInboundTelephony_<server name>
Routing Server	OracleRouting_<server name>
eMail Center Server	OracleEMailCenter_<server name>
Server Monitor	OracleServerMonitor_<server name>
Universal Work Queue Server	OracleUniversalWorkQueue_<server name>
Interaction Blending Server	OracleInteractionBlending_<server name>
Server Launcher	OracleServerLauncher_<server name>

9 Troubleshooting the Interaction Center Server Installation

This section includes the following topics:

- [Section 9.1, "Modifying Database Connection Parameters on an Interaction Center Server Machine"](#)
- [Section 9.2, "Modifying the Name of an Interaction Center Server on the Server Machine"](#)

9.1 Modifying Database Connection Parameters on an Interaction Center Server Machine

Use this procedure to modify the database connection parameters on an interaction center server machine after the interaction center server components have been installed.

Prerequisites

None

Steps

1. On the interaction center server machine, in the cct directory, open the cct.dbc file using an ASCII editor (such as Microsoft Notepad).
2. Modify the database connection parameters.

For information about database connection parameters, see [Section 5](#).

Note: If you are using multiple machines, be sure to manually modify the database connection parameters on all interaction center server machines in your interaction center.

3. Save the cct.dbc file.

9.2 Modifying the Name of an Interaction Center Server on the Server Machine

Use this procedure to modify the name of an interaction center server on the server machine after the interaction center server components have been installed.

Prerequisites

None

Steps

1. On the interaction center server machine, in the cct directory, open the servers.installed file using an ASCII editor (such as Microsoft Notepad).
2. Modify the server name.
3. Save the servers.installed file

10 Implementation Documentation for Interaction Center

To implement Oracle interaction center products, read the following documentation:

- Oracle Call Center Connectors Implementation Guide
- Oracle Universal Work Queue Implementation Guide
- Oracle Telephony Manager Implementation Guide
- Oracle IVR Integrator Implementation Guide
- Oracle eMail Center Implementation Guide
- Oracle Campaign Plus and Predictive Implementation Guide
- Oracle Interaction Blending Implementation Guide
- Oracle Interaction Center Intelligence Implementation Guide
- Oracle Scripting Implementation Guide

11 Documentation Accessibility

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