Avaya Proactive Contact 4.1

Installing and Configuring Internet Monitor

March 2009

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Contents

Preface

This section contains the following topics:

Purpose

The purpose of this guide is to provide detailed information on how to install and configure Avaya Proactive Contact Internet Monitor 4.1.

Audience

This guide is for personnel who configure jobs, select records, and define phone strategies. The Avaya Proactive Contact Internet Monitor 4.1 provides monitoring and reporting of real time operations.

Whats New in this Release

Avaya Proactive Contact Internet Monitor 4.1 lets you use a Web browser to view information about jobs and agents on the system. You can view the progress of active jobs including calls remaining and call results, and see agent performance statistics including current status and average talk and update times.

Related documents

The Proactive Contact documentation set consists of:

- *Administering Avaya Proactive Contact (Linux-based Interface)*
- *Using Avaya Proactive Contact Supervisor*
- *Using Avaya Proactive Contact Agent*
- *Avaya Proactive Contact Safety and Regulatory Information*

Chapter 1: Setting up NFS in Windows

This chapter describes how to create a NFS disk resource on a Windows XP system. The Windows XP system would contain all the Internet Monitor files for Windows.The file system on the Windows system should be NTFS.

Create group and passwd file

Create a file named **group** without any extension.

Add the following entry in the group file:

```
pds_system:x:101:sysadm,analysis,client1
```

Create a file named **passwd** without any extension.

Add the following entry in the passwd file:

```
admin:x:101:101:PDS admin:/home/admin:/bin/sh
```

Copy the group and passwd file

Copy the group and passwd files to the following location:

```
C:\WINDOWS\system32\drivers\etc
```

Install Windows Services for Linux

To install Windows Services for Linux:

1. Download the Windows Services for Linux from the Microsoft website.
2. Double-click **SFU35SEL_EN.exe**. Extract the files to a temporary folder.
3. Double-click **setup.exe** file in the temporary folder.
4. In the Welcome screen, click **Next**.
5. In the Customer Information screen, type the username and the organization name.
6. In the License Support Information screen, select **I accept the agreement**, and click **Next**.
7. In the Installation Options screen, select **Custom Installation**, and click **Next**.
8. In the Selecting Components screen, choose the following components:
   - Interix GNU Components
   - NFS
   - Remote Connectivity
   - Authentication tools for NFS

   Expand Interix GNU Component, click **Interix GNU Utilities**, and select **Entire feature (including all the sub features if any) will be installed on local hard drive** option. Click each of the components (NFS, Remote Connectivity, and Authentication tools for NFS) and select **Entire feature (including all the sub features if any) will be installed on local hard drive** option.

   Note:
   To connect NFS clients such as Linux, you will require a server for NFS.
9. In the Security Settings screen, click **Next**.
10. In the User Name Mapping screen, select **Local User Name Mapping Server** option, and select **Password and group files** option.
11. Click **Next**.
12. In the User Name Mapping screen,
    - under **Password file path and name:** field type the following:

      `C:\Windows\System32\drivers\etc\passwd`
    - under **Group file path and name:** field type the following:

      `C:\WINDOWS\system32\drivers\etc\group`
13. Click **Next**.
14. In the Installation Location screen, select the installation location and click **Next**.
15. After the installation is completed, click **Finish**.

This completes the installation of Windows Services for Linux.

Configure Services for Linux

Follow these steps to configure the services for Linux:

1. Click **Start**, **All Programs**, **Windows Services for Unix**, and click **Services for Unix Administration**.
2. On the Services for Unix Administration window, in the left pane, under Services for UNIX folder, select **User Name Mapping**.
3. In the right pane, click **Maps** tab.
4. In the Maps tab, uncheck **Simple maps** option.
5. Click **Show User Maps**.
6. Click **List Windows Users**.
7. Click **List UNIX Users**.
8. In **Windows users:** list, select **Administrator**.
9. In **UNIX users:** list, select **admin**.
10. Click **Add**.
11. In the Microsoft Internet Explorer dialog box, click **OK**.
12. On the top right corner of the Service for Unix Administration window, click **Apply**.
13. Click **Show Group Maps**.
14. Click **List Windows Groups**.
15. Click **List UNIX Groups**.
16. In **Windows groups:** list, select **Administrators**.
17. In **UNIX groups:** list, select **pds_system**.
18. Click **Add**.
19. In the Microsoft Internet Explorer dialog box, click **OK**.
20. On the top right corner of the Service for Unix Administration window, click **Apply**.

This completes the configuration of services for Linux.

Start the NFS Service

Follow these steps to start the NFS service:

1. Click **Start**, and then click **Run**.

2. In the Run dialog box, type services.msc.
3. In the Services window, verify the following services and if these services are not running start these services:
   - Client for NFS
   - Server for NFS
   - Server for PCNFS

Install Internet Information Services (IIS)

In this section we will install Internet Information Services (IIS) (you need to install IIS on any one operating system):

- Install IIS on Windows XP Professional on page 6
- Install IIS on Windows 2003 Server on page 7

Install IIS on Windows XP Professional

Follow these steps to install IIS on Windows XP Professional:

1. Click **Start** and then click **Control Panel**.
2. In the Control Panel window, double-click on **Add or Remove Programs** icon.
3. In the Add or Remove Programs window, in the left pane click **Add/Remove Windows components** icon.
4. In the Windows Component Wizard window, select **Internet Information Services (IIS)**.
5. Click **Details...**.
6. In the Internet Information Services window (IIS), select **World Wide Web Service** option.
7. Click **Details..**.
8. In the World Wide Web Service window, select the following option:
   - World Wide Web Service
9. Click **OK** in the World Wide Web Service window.
10. Click **OK** in the Internet Information Services window (IIS).
11. Click **Next** in the Windows Components Wizard window.

Note:
You will need to insert Microsoft Windows XP Professional CD.

12. After the installation completes, click **Finish**.

This completes the installation of IIS on Windows XP Professional.

Install IIS on Windows 2003 Server

Follow these steps to install IIS on Windows 2003 Server:

1. Click **Start** and then click **Control Panel**.
2. In the Control Panel window, double-click on **Add or Remove Programs** icon.
3. In the Add or Remove Programs window, in the left pane click **Add/Remove Windows components** icon.
4. In the Windows Component Wizard, select **Application Server**.
5. Click **Details...**.
6. In the Application Server window, select **Internet Information Services (IIS)** option.
7. Click **Details..**.
8. In the Internet Information Services (IIS) window, select **World Wide Web Service** option.
9. Click **Details..**.
10. In the World Wide Web Service window, select the following option:
    - World Wide Web Service
11. Click **OK** in the World Wide Web Service window.
12. Click **OK** in the Internet Information Services window (IIS).
13. Click **OK** in the Application Server window.
14. Click **Next** in the Windows Components Wizard window.

    Note:
    You will need to insert Microsoft Windows 2003 Server CD.
15. After the installation completes, click **Finish**.

This completes the installation of IIS on Windows 2003 Server.

Create a shared folder for mounting NFS

In this section you will create a shared folder for mounting NFS.

To create a NFS share:

1. Create a folder or directory on the drive which has NTFS file system.

2. Right-click the folder and click **Sharing and Security..**.
3. Click on the **NFS sharing** tab.
4. Select **Share this folder** option.
5. Click **Permissions**.
6. In the NFS Share Permissions window:
   - Next to Type of access: select **Read-Write** option from the drop-down list.
   - Select **Allow root access** option.
7. Click **OK**.
8. Click **Apply**.
9. Click on the **Web Sharing** tab.
10. Select **Share this folder** option.
11. In the **Edit Alias** window that appears, under access permissions box, select the following options:
    - Read
    - Write
    - Directory browsing
12. Click **OK**.
13. Click **Apply**.
14. Click **OK**.
15. Restart the computer.

This completes the creation of a shared folder for mounting NFS.

Note:
You will need to copy all the files from the Internet Monitor CD to the folder that you shared in step 4.

Providing Anonymous access

1. Click Start, and select Run.
2. In the Run dialog box, type the following:

   ```
   inetmgr
   ```

3. In the Internet Information Services window, in the left pane, expand **Local Computer > Web Sites > Default Web Site**.

4. Under Default Web Site, right-click on the folder created in step 1 of Create a shared folder for mounting NFS on page 7, and select **Properties**.
5. In the Properties window, click the Directory Security tab.
6. In the Directory Security tab, in the **Anonymous access and authentication control** box, click **Edit...**.
7. In the Authentication Methods window, select **Anonymous access** option.
8. Click **OK**.
9. Click **Apply**, then click **OK**.

Chapter 2: Installing the Internet Monitor on the Dialer

This chapter describes how to install and configure the Internet Monitor service on the Avaya Proactive Contact dialer.

Note:
Before installing the Internet Monitor, ensure that Avaya Proactive Contact dialer is fully installed and operational. You must download pc4_100 patch for Avaya Proactive Contact 4.1 available on the Avaya Support website and install it on the dialer.

Install the Internet Monitor on the Dialer

To install the Internet Monitor:

1. Login to the Proactive Contact Dialer as **sroot**.
2. Type the following command: **menu install**
3. In the **Installation and Configuration** window, type **2** to select **Value added products**.
4. Press **Enter**.
5. In the Value Added Products window, type **4** to select Install **Internet Monitor**.
6. Under Internet Monitor Script, respond to the questions asked:
   - **What is the refresh rate in seconds?** For example, type **15** for setting it to 15 seconds.
   - **What is the IP address of the host PC?** Type the IP address of the windows system where Internet Monitor application is installed.
   - **What is the directory to be mounted from the host PC?** Only type the name of the NFS directory (the folder where you copied the Internet Monitor html files) created on the Windows system that you would like to mount and press Enter.
7. Login to the Proactive Contact as **admin**.
8. Restart the Dialer services by executing the following command:
   a. **stop_pds**

   b. **start_pds**

9. Run the job.
10. Join atleast one agent to the job.

Uninstall Internet Monitor from the Dialer

To uninstall the Internet Monitor:

1. Login to the Proactive Contact Dialer as **sroot**.
2. Type the following command: **menu install**
3. In the Installation and Configuration window, type **2** to select **Value added products**.
4. Press **Enter**.
5. In the Value Added Products window, type **5** to select **Remove Internet Monitor**.
6. Login to the Proactive Contact Dialer as **admin**.
7. Restart the Dialer services by executing the following command:
   a. **stop_pds**
   b. **start_pds**

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