Composer Voice 8.0.1

Deployment Guide

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Preface

Welcome to the *Composer Voice 8.0.1 Deployment Guide.* This document explains how to install and configure Composer Voice. For an introduction to, and details about the component features, see the Composer Voice 8.0.1 Help file that is included with the software.

This document is valid only for the 8.0.1 release of this product.

Note: For releases of this document that have been created for other releases of this product, please visit the Genesys Technical Support website, or request the Documentation Library CD, which you can order by e-mail from Genesys Order Management at `orderman@genesyslab.com`.

This preface provides an overview of this document, identifies the primary audience, introduces document conventions, and lists related reference information: It contains the following sections:

Composer Voice is a graphical user interface (GUI) for the development of voice applications that use Voice Extensible Markup Language (VoiceXML).

Intended Audience

This document is intended primarily for system integrators and administrators and assumes that you have a basic understanding of:

- Computer-telephony integration (CTI) concepts, processes, terminology, and applications.

- Network design and operation.

- Your own network configurations.

You should be familiar also with the Genesys Framework architecture.

In order to use the Composer Voice software successfully, you should be familiar with Hypertext Markup Language (HTML), Extensible Markup Language (XML), and VoiceXML concepts

Chapter Summaries

In addition to this preface, this document contains the following chapters:

- Chapter 1, "Installation and Troubleshooting," on , provides the operating requirements and installation instructions for Composer Voice, plus relevant troubleshooting issues.

- Chapter 2, "Uninstallation," on , provides uninstallation instructions for Composer Voice.

Document Conventions

This document uses some stylistic and typographical conventions—introduced here—that serve as shorthand for particular kinds of information.

Document Version Number

A version number appears at the bottom of the inside front cover of this document. Version numbers change as new information is added to this document. Here is a sample version number:

80cv_dep_01-2009_v8.0.101.00

You will need this number when you are talking with Genesys Technical Support about this product.

Type Styles

Italic

In this document, italic is used for emphasis, titles of documents, definitions of (or first references to) unfamiliar terms, and mathematical variables.

Examples:
- Do *not* use this value for this option.
- Please consult the *Genesys 7 Migration Guide* for more information.
- *A customary and usual practice* is one that is widely accepted and used within a particular industry or profession.
- The formula, $x + 1 = 7$ where x stands for . . .

Monospace Font

A monospace font, which looks like `teletype or typewriter text,` is used for all programming identifiers and GUI elements.

This convention includes the *names* of directories, files, folders, configuration objects, paths, scripts, dialog boxes, options, fields, text boxes, list boxes, operational modes, all buttons (including radio buttons), check boxes, commands, tabs, CTI events, and error messages; the values of options; logical arguments and command syntax; and code samples.

Examples:
- Select the `Show variables on screen` check box.
- Click the `Summation` button.
- In the `Properties` dialog box, enter the value for the host server in your environment.
- In the `Operand` text box, enter your formula.
- Click `OK` to exit the `Properties` dialog box.
- The following table presents the complete set of error messages that T-Server distributes in `EventError` events.
- If you select `true` for the `inbound-bsns-calls` option, all established inbound calls on a local agent are considered business calls.

A monospace is used also for any text that users must enter manually during a configuration or installation procedure, or on a command line:

Example:
- Enter `exit` on the command line.

Screen Captures Used in This Document

Screen captures that are taken from the product GUI, as used in this document, sometimes might contain a minor spelling, capitalization, or grammatical error. The text that accompanies and explains the screen captures corrects such errors *except* when such a correction would prevent you from installing, configuring, or successfully using the product. For example, if the name of an option contains a usage error, the name would be presented exactly as it appears in the product GUI; the error would not be corrected in any accompanying text.

Square Brackets

Square brackets indicate that a particular parameter or value is optional within a logical argument, a command, or some programming syntax. That is, the presence of the parameter or value is not required to resolve the argument, command, or block of code. The user decides whether or not to include this optional information. Here is a sample:

`smcp_server -host [/flags]s`

Angle Brackets

Angle brackets indicate a placeholder for a value that the user must specify. This might be a DN or port number that is specific to your enterprise. Here is a sample:

```
smcp_server -host <confighost>
```

Related Resources

The following resources provide additional information that is relevant to this software. Consult these additional resources as necessary.

Composer Voice

- *Composer Voice 8.0.1 Help,* which provides integrated help information about using Composer Voice, a GUI for the development of applications based on VoiceXML and Call Control XML (CCXML).

Management Framework

- *Framework 8.0 Deployment Guide,* which provides information about configuring, installing, starting, and stopping Framework components.
- *Framework 8.0 Genesys Administrator Help,* which provides information about configuring and provisioning contact center objects by using the Genesys Administrator.
- *Framework 8.0 Configuration Options Reference Manual,* which provides descriptions of the configuration options for Framework components.

SIP Server

- *Framework 7.6 SIP Server Deployment Guide,* which provides information about configuring and installing SIP Server.

Genesys Voice Platform

- *Genesys Voice Platform 8.1 Deployment Guide,* which provides information about installing and configuring Genesys Voice Platform (GVP).
- *Genesys Voice Platform 8.1 User's Guide,* which provides information about configuring, provisioning, and monitoring GVP and its components.

- *Genesys Voice Platform 8.1 Genesys VoiceXML 2.1 Reference Help,* which provides information about developing Voice Extensible Markup Language (VoiceXML) applications. It presents VoiceXML concepts, and provides examples that focus on the GVP Next Generation Interpreter (NGI) implementation of VoiceXML.

- *Genesys Voice Platform 8.1 Legacy Genesys VoiceXML 2.1 Reference Manual*, which describes the VoiceXML 2.1 language as implemented by the Legacy GVP Interpreter (GVPi) in GVP 7.6 and earlier, and which is now supported in the GVP 8.1 release.

- *Genesys Voice Platform 8.1 CCXML Reference Manual,* which provides information about developing Call Control Extensible Markup Language (CCXML) applications for GVP.

- *Genesys Voice Platform 8.1 Troubleshooting Guide,* which provides information about Simple Network Management Protocol (SNMP) Management Information Bases (MIBs) and traps for GVP, as well as troubleshooting methodology.

- *Genesys Voice Platform 8.1 Configuration Options Reference,* which replicates the metadata available in the Genesys provisioning GUI, to provide information about all the GVP configuration options, including descriptions, syntax, valid values, and default values.

- *Genesys Voice Platform 8.1 Metrics Reference,* which provides information about all the GVP metrics (VoiceXML and CCXML application event logs), including descriptions, format, logging level, source component, and metric ID.

Voice Platform Solution

- *Voice Platform Solution 8.1 Integration Guide,* which provides information about integrating GVP 8.1, SIP Server 7.6, and, if applicable, IVR Server.

Open Standards

- *W3C Voice Extensible Markup Language (VoiceXML) 2.1, W3C Recommendation 19 June 2007,* which is the World Wide Web Consortium (W3C) VoiceXML specification that GVP NGI supports.

- *W3C Voice Extensible Markup Language (VoiceXML) 2.0, W3C Recommendation 16 March 2004,* which is the W3C VoiceXML specification that GVP supports.

- *W3C Speech Synthesis Markup Language (SSML) Version 1.0, Recommendation 7 September 2004,* which is the W3C SSML specification that GVP supports.

- *W3C Voice Browser Call Control: CCXML Version 1.0, W3C Working Draft 29 June 2005,* which is the W3C CCXML specification that GVP supports.

- *W3C Semantic Interpretation for Speech Recognition (SISR) Version 1.0, W3C Recommendation 5 April 2007,* which is the W3C SISR specification that GVP supports.

- *W3C Speech Recognition Grammar Specification (SRGS) Version 1.0, W3C Recommendation 16 March 2004,* which is the W3C SRGS specification that GVP supports.

Genesys

- *Genesys Technical Publications Glossary,* which ships on the Genesys Documentation Library DVD and which provides a comprehensive list of the Genesys and CTI terminology and acronyms used in this document.

- *Genesys Migration Guide*, which ships on the Genesys Documentation Library DVD, and which provides documented migration strategies for Genesys product releases. Contact Genesys Technical Support for more information.

- Release Notes and Product Advisories for this product, which are available on the Genesys Technical Support website at `http://genesyslab.com/support`.

Information about supported operating systems and third-party software is available on the Genesys Technical Support website in the following documents:

- *Genesys Supported Operating Environment Reference Manual*

- *Genesys Supported Media Interfaces Reference Manual*

Genesys product documentation is available on the:

- Genesys Technical Support website at `http://genesyslab.com/support`.

- Genesys Documentation Library DVD, which you can order by e-mail from Genesys Order Management at `orderman@genesyslab.com`.

Making Comments on This Document

If you especially like or dislike anything about this document, please feel free to e-mail your comments to `Techpubs.webadmin@genesyslab.com`.

You can comment on what you regard as specific errors or omissions, as well as on the accuracy, organization, subject matter, or completeness of this document. Please limit your comments to the information that is in this document only and to the way in which the information is presented. Speak to Genesys Technical Support if you have suggestions about the product itself.

When you send us comments, you grant Genesys a nonexclusive right to use or distribute your comments in any way that we believe appropriate, without incurring any obligation to you.

Document Change History

This section lists topics that are new in the current release *of this document*, or that have changed significantly from the preceding release.

New in Version 8.0.1

The following topics have been added or significantly changed since the initial 8.0 release of this document:

- "Operating Systems Supported" on page 15
    - Support for Red Hat Enterprise Linux Advanced Server 4.0 or later (32-bit) (for Tomcat 6.0)
- "Genesys Platforms Supported" on page 16
    - Support for Genesys Voice Platform (GVP) 8.1
- "Application Servers Supported" on page 16
    - Support for Microsoft Internet Information Services (IIS) 5.1, 6.0, 7.0
    - Support for Jboss 4.2.3
    - Support for IBM WebSphere Application Server 6.1
- "Web Browsers Supported" on page 17
    - Support for Mozilla Firefox 3.0
- "Database Servers Supported" on page 17
    - Support for Microsoft SQL Server 2005
    - Support for Oracle 10g Release 2
- "Third-Party Software Requirements" on page 18
    - Requirement for Microsoft .NET Framework 2.0 and 3.5
    - Deployment computer operating system and production server options
- "Configure Tomcat Settings" on page 20
    - Preferences figure showing Tomcat settings
- "Configure IIS Settings" on page 21
    - Instructions for configuring IIS settings and Preferences figure
- "Configure the Debugger" on page 24
    - Preferences figure showing debugger settings
- "Firewall Considerations" on page 26
    - Reference to IIS port

- "Add MIME Types" on page 28
  - Instructions for manually configuring MIME types for the Microsoft IIS web server
- "Deployment Failure on IIS" on page 30
  - Instructions for handling this troubleshooting scenario
- "Test Calls Are Not Working" on page 31
  - Updates to the troubleshooting scenario to handle IIS considerations

For descriptions of all other new features in Composer Voice 8.0.1, please refer to the *Composer Voice 8.0.1 Help* which you can access from the `Help` menu inside Composer Voice.

1 Installation and Troubleshooting

This chapter describes the software requirements and installation process for Composer Voice 8.0.1. It contains the following sections:

Software Requirements

Before you install Composer Voice 8.0.1, you must consider all of the environment variables that are needed for a successful deployment.

Operating Systems Supported

Each workstation that you use to develop voice applications with Composer Voice 8.0.1 must meet one of the following operating system requirements:

- Microsoft Windows Server 2003 with Service Pack 1 or later
- Microsoft Windows XP with Service Pack 2 or later
- Microsoft Windows Vista
- Red Hat Enterprise Linux Advanced Server 4.0 or later (32-bit) (for Tomcat 6.0)

Note: GVP 8.1 and the Composer Voice Debugger interface both use Internet Protocol version 4 (IPv4). If you are deploying Composer Voice on Windows Vista, make sure that you have IPv4 enabled for the network interfaces.

Genesys Platforms Supported

Composer Voice 8.0.1 supports the following Genesys platform:

- GVP 8.1

Note: Composer Voice 8.0.1 is *not* backward compatible with GVP 8.0 or GVP 7.6 or earlier Genesys platforms.

Speech Engines Supported

Composer Voice 8.0.1 supports all Automatic Speech Recognition (ASR) and Text-to-Speech (TTS) engines that GVP 8.1 supports.

SIP Phones Supported

Composer Voice 8.0.1 supports the following SIP phones:

- X-Lite 3.0 (recommended if you are connecting over a virtual private network)
- Pingtel 2.4.3
- SJphone version 1.65 or later
- Express Talk 3.08 (recommended if you are using it on a Microsoft Remote Desktop connection)

Application Servers Supported

Composer Voice 8.0.1 supports the following web application servers for Java Server Page (JSP) applications:

- Apache Tomcat 6.0 for Windows (built into the installation package for testing purposes)

Note: Composer Voice installs an embedded Tomcat 6.0 web server for your use (code generation and testing). Genesys does *not* recommend that you use this bundled Tomcat web server for deploying and running your Composer Voice–generated applications as part of a production setup. You may use a separate instance of Tomcat 6.0 as a stand-alone web server, depending upon your needs and the recommendations of your IT department.

- Apache Tomcat 6.0 for Linux
- Jboss 4.2.3
- IBM WebSphere 6.1

Composer Voice 8.0.1 supports the following web application servers for Active Server Page (ASP) applications:

• Microsoft Internet Information Services (IIS) 5.1, 6.0, 7.0

Web Browsers Supported

Composer Voice 8.0.1 supports the following web browsers:

• Microsoft Internet Explorer 6.0 Service Pack 1 or later

• Microsoft Internet Explorer 7.0

• Mozilla Firefox 2.0, 3.0

Database Servers Supported

Composer Voice 8.0.1 supports the following database servers:

• Microsoft SQL Server 2005

   Configure for SQLServer authentication. Composer Voice does not support integrated Windows authentication. No other special software needs to be installed on the database server.

• Oracle 10g Release 2

   Before you can use database blocks in a .NET Voice Project, you need to install and configure the Oracle client on the Composer Voice machine. Oracle client will be required on any deployment machines as well where this application will run. At design time, both Java Voice Projects and .NET Voice Projects use bundled JDBC drivers to connect to Oracle, which is why your query will work in the Query Builder. At runtime, Java Voice Projects continue to use JDBC, while .NET Voice Projects use Microsoft's OLEDB providers from .NET Framework. These providers need Oracle client to be installed and configured. As a test, after installing the client software you should be able to connect to the Oracle database from SQLPlus. Once that works, database blocks in your .NET Voice Project should also be able to connect to your Oracle database. For configuring Oracle client, please contact your Oracle database administrator.

   Download and install `Oracle Database 10g Client Release 2 (10.2.0.1.0)` from:

   `http://www.oracle.com/technology/software/products/database/oracle10g/htdocs/10201winsoft.html`

   Note: Oracle may change this URL at any time.

Third-Party Software Requirements

Composer Voice 8.0.1 requires the following third-party software on the computer on which Composer Voice is installed:

- Microsoft .NET Framework 2.0 and 3.5 (*both* are required)

In addition, the computer on which you will deploy voice applications created by Composer Voice can have one of the following configurations:

- Windows + IIS
- Windows + Tomcat
- Windows + Jboss
- Windows + IBM WebSphere
- Red Hat Linux + Tomcat

Installing Composer Voice

Before you install Composer Voice 8.0.1, make sure that:

- You have an account that has administrative privileges to install Composer Voice.
- You have installed a supported SIP phone on your desktop (required if you want to conduct test calls).
- You have installed Microsoft .NET Framework 2.0 *and* .NET Framework 3.5, for ASP.NET support in Composer Voice.

Note: Genesys does not recommend installation of its components through a Microsoft Remote Desktop connection. You should perform the installation locally.

Procedure:
Installing Composer Voice

Start of procedure

1. Insert the Composer Voice 8.0.1 CD into the computer on which you want to install Composer Voice.

   Auto-run starts, and the Genesys Installation Wizard's `Welcome` screen appears.

2. Click `Next`.

   The `Choose Destination Location` screen appears.

3. Accept the default installation path in the `Destination Folder` text box, or click `Browse` and select an alternate destination. Click `Next`.

> **Note:** If you have voice projects from an earlier version of Composer Voice and you choose the default folder location in this step, you still can access those projects by switching workspaces at any time, or by importing the earlier projects to your new workspace. Review the *Composer Voice Integrated Help System* inside Composer Voice for details.

The `Composer Voice Parameters` screen appears.

4. In the `Port` text box, enter the port that will be used to handle Tomcat (for example: `8080`). Click `Next`.

The `Ready to Install` screen appears.

5. Click `Install`.

The `Installation Status` screen appears, and then, after all of the files are copied, the `Installation Complete` screen appears.

6. Click `Finish`.

End of procedure

Procedure: Launching Composer Voice

Start of procedure

1. From the Windows `Start` menu, select `Programs > Genesys Solutions > GVP > Composer Voice 8.0.1 > Start Composer Voice`.

The `Workspace Launcher` opens to allow you to select the location of your workspace.

2. Accept the default entry, or click `Browse` to navigate to a location that will serve as your workspace folder.

> **Note:** For Windows Vista, please be sure that your workspace folders will be *outside of* the `Program Files` folder.

3. If you want your selected workspace to be your default and do not want to select a location the next time that Composer Voice opens, select the `Use this as the default and do not ask again` check box.

4. Click OK to proceed.

Composer Voice opens.

End of procedure

Post-Installation Configuration

After you have installed Composer Voice 8.0.1, configure Tomcat (and/or Microsoft IIS) settings, and the Compose Voice Debugger on your computer, as described in this section.

Launch Composer Voice (see Launching Composer Voice, page 19), then perform the steps that follow.

Configure Tomcat Settings

Before you can start to create a Java Voice Project that you will deploy later on a Tomcat application server, you must configure Tomcat settings for Composer Voice as shown in Figure 1.
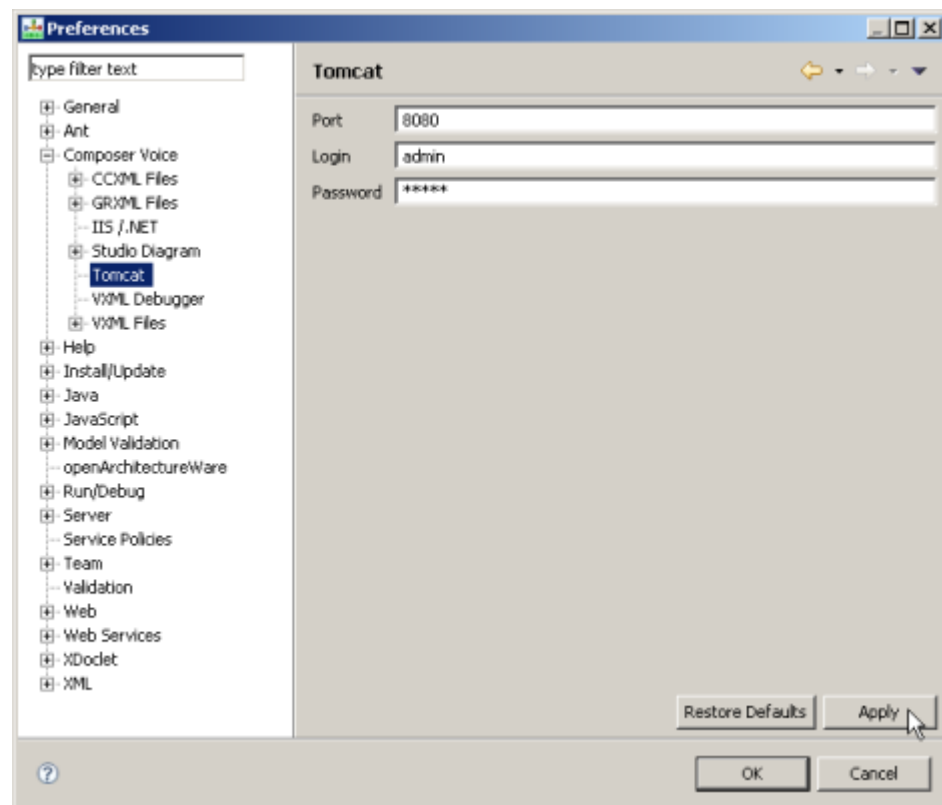

Figure 1: Tomcat Preferences

Procedure:
Configuring Tomcat settings

Start of procedure

1. In Composer Voice, select `Preferences` from the `Window` menu.

    The `Preferences` window opens.

2. In the left panel, expand the `Composer Voice` node and select `Tomcat`.

3. In the `Login` field, enter the default login: `admin`.

4. In the `Password` field, enter the default password: `admin`.

5. Click `Apply` and continue to the procedure: Configuring the debugger, or continue to the next procedure Configuring IIS settings if you will also be deploying on a Microsoft IIS application server.

End of procedure

Configure IIS Settings

Before you can start to create a .NET Voice Project that you will deploy later on a Microsoft IIS application server, you must do the following:

- Allow the ASP.NET web service extension in Internet Information Services (IIS) Manager

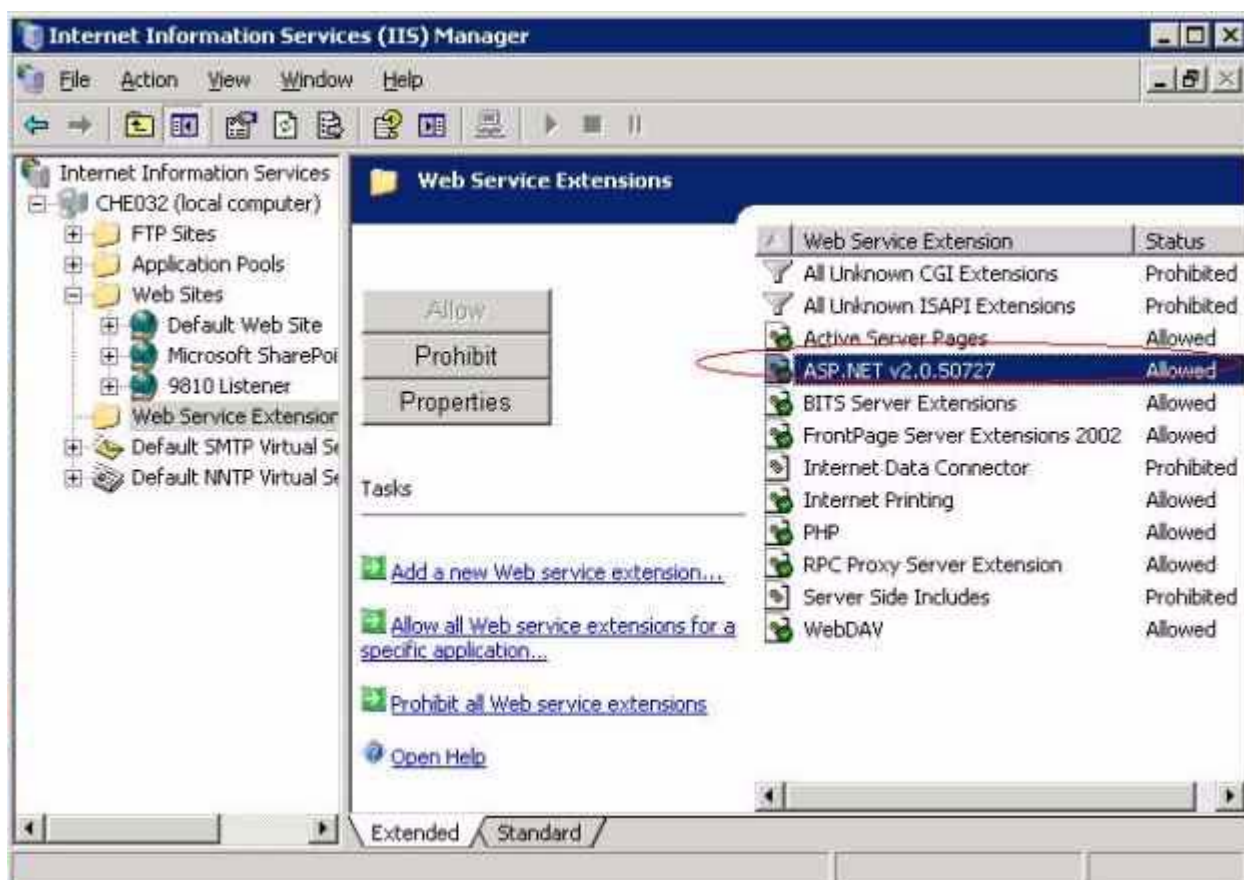- Configure IIS settings for Composer Voice

Figure 2: Allow ASP.NET Web Service Extensions in IIS Manager

Procedure:
Allowing ASP.NET Web Service Extensions in IIS

Start of procedure

1. Open Microsoft Internet Information Services (IIS) Manager on your computer.

   The Internet Information Services (IIS) Manager window opens as shown in Figure 2.

2. In the left panel, expand the Web Service Extensions folder.

3. In the right panel, select the ASP.NET entry.

4. Click Allow.

5. Exit Microsoft Internet Information Services (IIS) Manager.

End of procedure

Next Steps

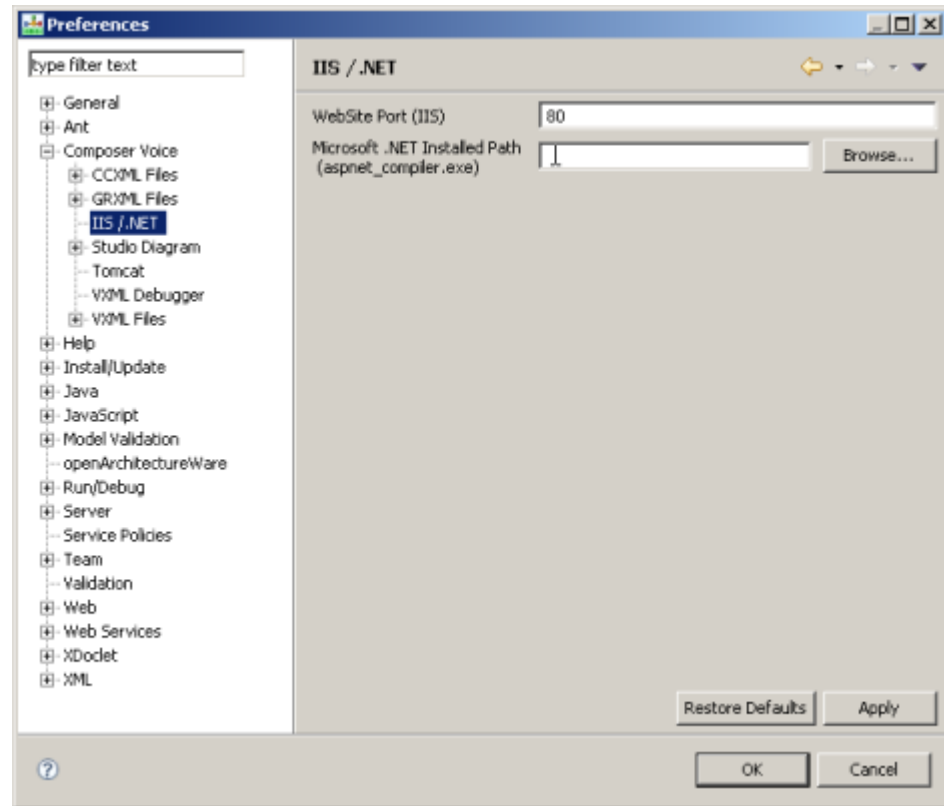• Configure IIS settings for Composer Voice as shown in Figure 3

Figure 3: IIS Preferences

Procedure:
Configuring IIS settings

Start of procedure

1. In Composer Voice, select `Preferences` from the `Window` menu.

   The `Preferences` window opens.

2. In the left panel, expand the `Composer Voice` node and select `.NET`.

3. In the `Website Port (IIS)` field, specify the port number of the website on IIS on which you want to deploy your voice projects. Typically, this value would be `80`, which is the port for the `Default Web Site` in IIS.

4. In the `Microsoft .NET Installed Path (aspnet_compiler.exe)` field, enter the location in which you installed .NET Framework that contains the ASP.NET compiler. Typically, this value is the following:

   `C:\WINDOWS\Microsoft.NET\Framework\v2.0.50727\aspnet_compiler.exe`

5. Click `Apply`.

End of procedure

Next Steps

• Add Multipurpose Internet Mail Extensions (MIME) types in IIS. Refer to the procedure: Adding MIME Types in IIS, page 29.

Configure the Debugger

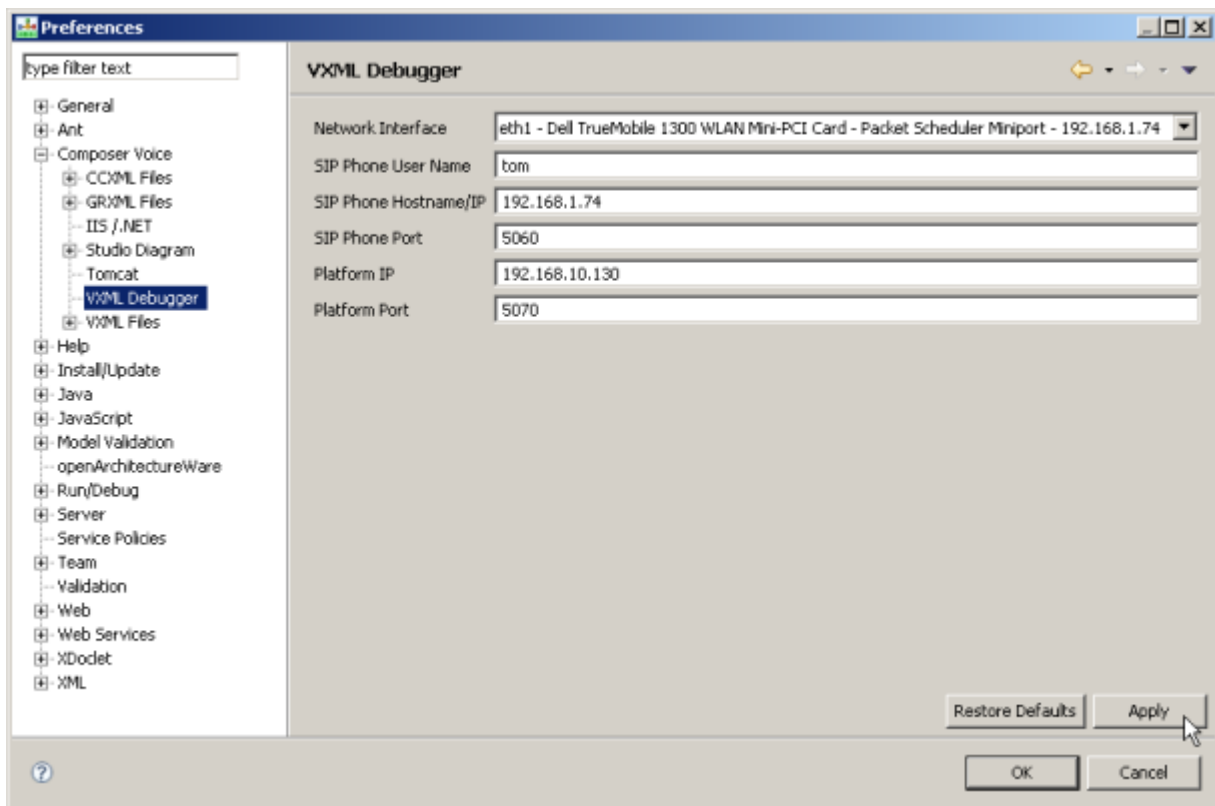In order to make test calls, you must perform the debugger configuration as shown in Figure 4.

Figure 4: VXML Debugger Preferences

Procedure:
Configuring the debugger

Start of procedure

1. Select `Preferences` from the `Window` menu, if the `Preferences` window is not currently open.

2. In the left panel, expand the `Composer Voice` node, and select `VXML Debugger`.

3. Select or enter the IP address of your computer.

4. You will need a SIP phone to make test calls. Specify the default values of the `SIP Phone User Name`, `SIP Phone Hostname/IP` address of the computer on which the SIP phone is running, and the `SIP Phone Port`. Typically, SIP phones run on port `5060` or `5070`. Check the settings on your SIP phone, and provide the correct information.

   If your SIP phone is not running on a dedicated port, please reconfigure it so that it can accept calls from the Composer Voice Debugger. For the X-Lite SIP phone, you can perform the following steps to verify and carry out this change:

   To verify the X-Lite "SIP Account settings," select the default entry and click the `Properties` button. In the Topology settings:

   a. Right-click in the display screen and select `SIP ACCOUNT SETTINGS`.
   b. Double-click the username and select the `Manually specify range` check box.
   c. Provide the port range as `5060` to `5061` or something similar.
   d. Click `OK`, and restart X-Lite after you make these changes.

5. Set the `Platform IP` address and `Platform Port` for the GVP Server.

   Typically, the `Platform Port` will be the default port `5060`, or the port that you configured for the Resource Manager (RM), or the default port `5070`, or the port that you configured for the Media Control Platform (MCP) on your GVP Server. You can make *direct calls* to MCP from the debugger. However, if you are using preprovisioned DNIS, you will have to make test calls to the RM.

6. Click `Apply` and then click `Yes` in the Propagate Changes dialog box.

7. Continue to the next procedure: Enabling debugging in the MCP.

End of procedure

Enable Debugging in the Media Control Platform (MCP)

To use the debugging feature of Composer Voice, the Media Control Platform (MCP) must be configured to enable debugging.

Procedure:
Enabling debugging in the MCP

Start of procedure

1. Open Genesys Administrator, connecting to the Management Framework that is serving the MCP platform.

2. Under the `Provisioning` tab, select `Environment` > `Applications` and open the `Application` object that corresponds to the MCP.

3. Under the `Settings` tab, double-click `MCP`, and in the `Options` tab, open the section that is called `vxmli`.

4. Change the value of `debug.enabled` to `true`.

5. Restart the MCP application.

6. Log out from Genesys Administrator.

End of procedure

Firewall Considerations

TCP Ports

Procedure:
Ensuring TCP ports have been opened

Purpose: To develop and test Composer Voice applications.

Start of procedure

1. If you have a local firewall on the development server (for example, Windows Firewall on Windows XP/Windows Server 2003), make sure that the following TCP ports have been opened:
   • **Tomcat port** (generally, this is set to port `8080`). If you installed Tomcat on a different port, open its corresponding port in the firewall.
   • **IIS port** (generally, this is set to port `80`). If you installed IIS on a different port, open its corresponding port in the firewall.

- • The **UDP port** on which your SIP phone is running (by default, this will be either `5060` or `5070`). Check your SIP phone settings for the exact port number.
- • **RTP ports** on which your SIP phone will get the audio stream. Check your SIP phone Help file for details on this. Some SIP phones will autoconfigure this during installation.

End of procedure

Next Steps

- • If you continue to run into problems with the firewall and calls are not successful, try turning off the firewall temporarily when you make the test calls.

Proxy Settings—Local Proxy

Procedure:
Configuring proxy settings for a local proxy

If you have a local proxy on your network, you will have to configure the proxy settings to get the parsing of the Web Services Description Language (WSDL) in the `Web Service` block.

Note: Configure proxy settings only if you are accessing a URL that is *outside* of your network, and you are using a `Web Service` or `Web Request` block.

Start of procedure

1. Inside Composer Voice, configure proxy settings by going to the Preferences page: `Window > Preferences > General > Network Connections`. If necessary, provide the proxy authentication details:

    a. Select `Manual proxy configuration` and provide the `HTTP proxy` and `Port`.

    b. Provide the `User Name` and `Password` for authentication.

End of procedure

Next Steps

- • You must also configure proxy settings for the bundled Tomcat 6.0 web server. See the procedure Configuring proxy settings in Tomcat 6.0.

Proxy Settings—Tomcat 6.0

Procedure:
Configuring proxy settings in Tomcat 6.0

Proxy settings have to be configured in the bundled Tomcat 6.0 web server for the back-end pages to access the Web when you use `Web Request` and `Web Service` blocks.

Start of procedure

1. To configure proxy settings in the bundled Tomcat 6.0 web server, add the following lines to the `catalina.properties` file that is found within the `..\tomcat\conf` folder in the Composer Voice installation path[1]:

   `http.proxyHost=hostip`

   `http.proxyPort=port of Proxy`

   `http.proxyUser=username`

   `http.proxyPassword=password`

   Note: The `username` and `password` must be the *same* as what was provided in the manual proxy configuration.

2. Restart the Composer Voice 8.0.1 Tomcat service: `CV801Tomcat`.

End of procedure

Add MIME Types

Multipurpose Internet Mail Extensions (MIME) settings already are preconfigured in the Tomcat 6.0 web server that is bundled with Composer Voice.

MIME Types must be added *manually* for the Microsoft IIS web server.

1.For an installation of Genesys Composer Voice 8.0.1 using the default installation path, this file is located in: `C:\Program Files\GCTI\gvp\Composer Voice 8.0.1\tom-cat\conf\`.

Procedure:
Adding MIME Types in IIS

Start of procedure

1. Open Internet Information Services (IIS) Manager on your computer.
2. Right-click your web site (such as `Default Web Site`), and select `Properties`.
3. Click the `HTTP Headers` tab.
4. Click the `MIME Types` button to display the MIME Types dialog box.
5. Add the following MIME types for IIS 6.0 or 7.0:
   * `vox = application/octet-stream`
   * `vxml = text/xml`
   * `grxml = application/srgs+xml`
   * `wav = application/octet-stream`
6. Make sure that ASP.NET extensions are enabled in your IIS. Refer to Allowing ASP.NET Web Service Extensions in IIS.
7. Make sure that ASP.NET is enabled on your virtual directory and set to the correct version.
8. Make sure that scripts have execute permissions on your virtual directory.

End of procedure

Troubleshooting

This section covers some common issues that might occur upon deployment of Composer Voice after installation and post-installation configuration.

Note: For troubleshooting issues that apply to GVP 8.1 as a whole, please refer to the *Genesys Voice Platform 8.1 Troubleshooting Guide.*

Tomcat Service Failed to Start

If you receive a message that indicates that the Tomcat service failed to start, please carry out the following procedure.

Procedure:
Correcting a "Tomcat Service Failed to Start" error

Composer Voice bundles Tomcat 6.0 and deploys it as a Windows service that is called `CV801Tomcat`.

Start of procedure

1. From `Control Panel` > `Administrative Tools` > `Services`, check to see if the `CV801Tomcat` service is started.

2. If the service is not started, open the log files in `${CVInstallPath}/tomcat/logs`, and look for an error that resembles the following: `java.net.BindException: Address already in use: JVM_Bind`.

3. If you see this error, it means that the port specified in the Tomcat configuration screen in the Installation Wizard already is in use. Uninstall Composer Voice, and reinstall it using a *different* value for the port.

End of procedure

Deployment Failure on IIS

In the .NET Voice Project Settings, if you try to deploy the .NET Voice Project and it fails each time, check the following:

Procedure:
Correcting a "Deployment Failure on IIS" error

Start of procedure

1. Make sure the post-installation configuration steps have been accomplished. Verify the IIS Website port.

2. For Windows Vista, try again after disabling the User Account Control (UAC).

3. Make sure IIS is installed and running on the machine that is running Composer Voice.

4. Make sure IIS does not have any existing Virtual directory of the .NET Voice Project name in the Website where you want to deploy to.

End of procedure

Test Calls Are Not Working

If the test calls from Composer Voice keep failing, please carry out the following procedure.

Procedure:
Correcting a "Received 200 OK Without Receiving Debugging Control Info" error

Do you keep getting a `Received 200 OK without receiving debugging control info` error for every test call that is made from Composer Voice?

Start of procedure

1. Make sure that the `vxmli.debug.enabled` parameter on the MCP is set to `true`. Follow the instructions in "Enable Debugging in the Media Control Platform (MCP)" on page 26 to verify the value.

2. Is the Tomcat service or IIS service running?
   • If you are using Tomcat, take the actions that are described in "Tomcat Service Failed to Start" on page 29. If no port conflict exists, try restarting Tomcat from Windows services.
   • If you are using IIS, take the actions that are described in "Deployment Failure on IIS" on page 30. Try restarting IIS from Windows services.

3. Has configuration been set for Tomcat, (or IIS), and the Composer Voice Debugger?
   • Check the instructions in the "Post-Installation Configuration" section.

4. Is a SIP phone running on the configured host and port number?
   • Check your installation for a SIP phone, and check the SIP phone values in the "Post-Installation Configuration" section.

5. Can you make a test call directly from the SIP phone?
   • If so, this confirms that the MCP and SIP phone are working fine.

6. Is your SIP phone running on a dedicated port?
   • If not, check your SIP phone documentation to see how to configure it to run on a dedicated port. If the SIP Phone does not support this, switch to one of the SIP phones (such as X-Lite), that provides this capability. For X-Lite, refer to Step 4 in Configuring the debugger.

7. Is the Java Voice Project or .NET Voice Project properly deployed?
   • For a Java Voice Project (or .NET Voice Project), right-click the project name, select `Properties`, then select `Tomcat Deployment` (or `IIS Deployment`) and click the `Deploy` button if necessary.

End of procedure

Chapter

2 Uninstallation

This chapter describes the uninstallation process for Composer Voice 8.0.1. It contains the following section:

Uninstalling Composer Voice

Procedure:
Uninstalling Composer Voice

Start of procedure

1. Go to `Control Panel` > `Add/Remove Programs`.

2. Select `Genesys Composer Voice 8.0.1` (or a different entry if you are uninstalling an earlier release of Composer Voice) from the list of currently installed programs, and then click `Remove`.

   The Genesys Installation Wizard's `Welcome` screen appears.

3. Select `Remove`, and then click `Next`.

   A dialog box appears that asks whether you are sure that you want to uninstall Composer Voice.

4. Click `Yes`.

   The `Installation Status` screen appears, followed by the `Maintenance Complete` screen.

5. Select either `Automatically restart the computer now;` or `I will restart the computer later`, and then click `Finish`.

> **Note:** If you choose to restart later, you should do so as soon as possible. The machine must be restarted before attempting to install Composer Voice again.

End of procedure

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