CaféX Run Book

TITLE

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# Purpose

The CaféX runbook is to be used in conjunction with Technical Implementation Manual (TIM) and Solutions Guide (SG) to capture the methodology of installation and configuration of a particular solution. An overall systems architecture is captured in the TIM; installation steps and operational routines are covered in product documentation and the SG. This document captures relevant information so that an installation can be planned and executed in accordance to the agreed design.

Table of Contents:

[Purpose](#_ryqjuhf44tvg)

[Project Details](#_6zu6l8wqrq51)

[Server Specifications](#_heny7rk1jsq4)

[Network Infrastructure](#_wakj5bsr1dus)

[Software Prerequisites](#_8v0e40y1w43o)

[CaféX Software Installation](#_4ivbmj80a9ip)

[Installation properties](#_x220raf3wgrz)

[Local Firewall Configuration](#_s3mdkx8ghojq)

[Post Installation Configuration](#_m5p4gynuuxx0)

[Post Installation Upgrades](#_8ixhz3u5rldv)

# Project Details

|  |  |
| --- | --- |
| **Company Name** |  |
| **Project Name** |  |
| **Project Description** |  |
| **Customer Contacts** |
|  |
| **Customer Postal Address** |  |

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# Server Specifications

Installation Expectations:

|  |  |
| --- | --- |
| **Fusion Application Server** |  |
| Number of Concurrent FCSDK Sessions |  |
| Co-browse Sessions |  |
| Palettes Context Sessions |  |
| **Media Broker**  |  |
| Audio & Video (transcoded) |  |
| Audio & Video (passthrough) |  |
| Audio Only |  |
| **Service Availability** |  |
| Single Data Centre Service Availability |  |

Network Readiness:

The Solutions Guide can be used to estimate the number of hosts required:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Server Name** | **Memory (RAM)** | **Clock Speed (CPU)** | **Host Reservation** | **Hard Disc** | **Network Interfaces** |
|  |  cat /proc/meminfo | lscpucat /proc/cpuinfo |  | df -h |  |
|  |  |  |  |  |  |
|  |  |  |  |  |  |

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# Network Infrastructure

This section of the document records requirements from the Network infrastructure. It is recommended this information is transposed from the Technical Implementation Manual which records this information explicitly and only a high level record is maintained here to verify all stages have been completed.

Allocating IP Addresses

|  |  |
| --- | --- |
| **Server** | **IP Address** |
| Fusion Application Server |  |
| Proxy |  |
| Media Broker |  |
|  |  |

Note: It is recommended that a clustered installation is allocated a FQDN which resolves to all FAS hosts. If this is required please specify here.

|  |  |
| --- | --- |
| **FQDN** | **Resolution** |
| Example: fas-cluster.com | A:192.168.0.1, A:192.168.0.2 |
|  |  |
|  |  |

The Solutions Guide provides architectural details, such as split-dns, which may be required by some deployments.

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Network Touchpoints

Each touchpoint is highlighted in the Technical Implementation Manual, this section can be used to verify network pathways. The Dataflow mapping sheet in the TIM should also be reviewed, and duplicated here:

|  |
| --- |
| Data Flow Mapping from TIM |
|  |

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# Software Prerequisites

The Solutions Guide (section 4.4 Installation) provides details for checking the server prerequisites and steps for installation.

Application Server Prerequisites

|  |  |  |
| --- | --- | --- |
| Operating System (eg: Red Hat Minimal 7.0) | cat /etc/redhat-release | CentOS Linux release 7.2.1511 |
| Oracle Java (eg: SDK 1.8.0u77) | java -version | java version "1.8.0\_101" |
| Hostname Locally Resolvable | ping webgateway |  |
| SELinux disabled | cat /etc/selinux/config | yes |
| Local Firewall disabled \* |  service iptables status | Configured |
| User Permissions (below) |  | root |
| Route Table |  |  |
| NTP (for clusters) |  |  |

Media Broker Prerequisites

|  |  |  |  |
| --- | --- | --- | --- |
| Operating System (eg: Red Hat Minimal 7.0) | cat /etc/redhat-release |  | CentOS Linux release 7.2.1511 |
| Oracle Java (eg: SDK 1.8.0u77) | Java -version |  | java version "1.8.0\_101" |
| pngdec (eg: pango) | rpm -qa | grep pango |  |  |
| Hostname Locally Resolvable | ping mediabroker |  |  |
| SELinux disabled | cat /etc/selinux/config |  | yes |
| Local Firewall disabled \*User Permissions (below) | service iptables status |  | configured |
| User Permissions (below) |  |  | root |
| Route Table |  |  |  |
| NTP (for clusters) |  |  |  |

\* Local Firewalls will be configured and enabled post installation.

User Permissions

|  |  |
| --- | --- |
| User  |  |
| Installation Directory |  |
| File Limits set | Cat /etc/security/limits.conf |

Please refer to the Solutions Guide for an example configuration for creating a new user.

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| Date: |  |

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# CaféX Software Installation

The following software versions were initially installed on the server:

|  |  |
| --- | --- |
| **Software** | **Version** |
| Fusion Application Server |  |
| Fusion Client SDK |  |
| Fusion Live Assist |  |
| Palettes |  |

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| Date: |  |

# Installation properties

Installation is completed following the steps in the relevant Product Installation Documentation.

Please provide the installation properties that were used during the initial installation:

|  |  |
| --- | --- |
| Server Name: gateway | Software Name: FAS |
|  |

|  |  |
| --- | --- |
| Server Name: gateway | Software Name: FCSDK |
|  |

|  |  |
| --- | --- |
| Server Name: gateway | Software Name: Live Assist |
|  |

|  |  |
| --- | --- |
| Server Name: gateway | Software Name: Palettes |
|  |

|  |  |
| --- | --- |
| Server Name: mediabroker | Software Name: FCSDK |
|  |

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| Date: |  |

# Local Firewall Configuration

Some Deployments require Iptables or firewalld services are configured. The Solutions Guide provides the necessary ports for configuration. If so that configuration should be provided here:

|  |  |
| --- | --- |
| Server Name: | Firewall required: NO |
|  |

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| Date: |  |

# Post Installation Configuration

Additional configuration is sometimes required, this should be recorded here as appropriate:

Media Configuration:

|  |
| --- |
| **Web Plugin Framework - CSDK CLI output** |
| gateway > verbose-display gateway-configurationgateway > verbose-display assist-configuration |
| **Deployed Artifacts - FAS CLI** |
| [domain@10.180.140.21:9999 /] deployment-info --name= |
| **Cluster Address Mode - FAS CLI** |
| [domain@10.180.140.21:9999 /] /profile=ha/subsystem=sip:read-resource[domain@10.180.140.21:9999 /] /profile=ha/subsystem=sip/property=com.alicecallsbob.fas.clusterid:read-resource |
| **UCCX Adapter - Palettes Adapter** |
| [root@webgateway UCCXAdapter]# cat services.xml |

Certificate Configuration:

The Fusion Application Server provides many different configurations for certification importation. The following table assumes that the Private Key Pair will be generated on the FAS via the Administration Console. The Solutions Guide provides detailed steps in performing these actions (Section 5.2 Handling Certificates).

|  |  |
| --- | --- |
| Cluster Common Name (CN) |  |
| Generate a Certificate Signing Request (CSR) |  |
| Send CSR to Certificate Authority (CA) - combine: Certificate & CA bundles |  |
| Screenshot of Certificate configuration: |

|  |  |
| --- | --- |
| *Description* |  |
| [domain@10.180.140.21:9999 /] /profile=management/subsystem=trustmgmt/identity-certificate-group=main-loadbalancer-group/identity-certificate=sips:read-resource[domain@10.180.140.21:9999 /] /profile=management/subsystem=trustmgmt/identity-certificate-group=main-loadbalancer-group/identity-certificate=https:read-resource[domain@10.180.140.21:9999 /] /profile=management/subsystem=trustmgmt/trust-certificate-group=default-trust/trust-certificate=installer-ca:read-resource |

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| Date: |  |

# Post Installation Upgrades

In the event that a new software release is available and an upgrade is required, the corresponding software versions should be recorded here:

|  |  |
| --- | --- |
| Original Version: | Upgrade Version: |
|  |  |
| Installation Properties: |
|  |
| Post Installation Configuration: |
|  |

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