



Private & Confidential

Intelligent Voice 4.8.4 Installation Guide

Date: 9th May 2019

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Intro

This guide will provide the sequence of steps to follow for both IV standalone and IV multitier, leaving to separate guide the details about a cluster installation.

It is strongly suggested to read this document sequentially as even if there are reminders to specific sections when there is a dependency between chapters, it cannot always be guaranteed so having grasped a major understanding of the product and the many variations for each installation type would help to avoid spending time on investigations for issues given by a wrong setup.

The installer

The software comes divided into two installers despite the type of installation wanted:

- Web+App Node installer
- Proc Node installer

Depending on the type of installation though, the two installers will have to be brought on the machines as follows:

- IV Standalone: Web+App and Proc Node on the same machine
- IV Multi Tier: Web+App and Proc Node on different machines

Note: *Installing IV as a standalone is possible on Ubuntu only!*

Installation

Premises

Once the machine/s dedicated to run IV has/ve been created following one of the guides for the specific environments (AWS, Azure, VMWare, ...) and O.S. (Red Hat 7.5, Ubuntu 1604), it's finally time to install the product.

IV installation is intended to be working in situations where no internet connection is available as well as on-line scenarios. For this reason, the installers come with an integrated repository which will be used by default if not otherwise specified before starting the installation.

Install Web+App

Pre-installation steps

1. Once the installer is on the host server, switch to root user using the following command:

```
sudo -i
```

2. Now, create a new directory as follows:

```
mkdir /media/install
```

```
mkdir /media/install/<iv-version>
```

```
mkdir /media/install/<iv-version>/app
```

```
cd /media/install/<iv-version>/app
```

3. Copy the installer to the created folder and extract the files.

```
tar -xzvf iv-standalone-<version>-<os>.tar.gz
```

4.

```
chmod +x *.sh
```

Configure the Installer

Before running the installation, there is the need to set some properties depending on personal preferences such as passwords and some others depending on how the system will be working such as online or offline, single or multitier.

The *install.cnf* file located in the root folder of the installer contains all is needed for this purpose.

The file contains different sections but the properties of interest are the following:

```
- overwrite_existing_data="Y|N"
```

If what you're doing is an upgrade from a previous version of IV, maybe you want to retain the existing data and just benefit of the new features and bugfixes of the new system. In this case then, the ***overwrite_existing_data*** property should be set to "N".

Note: This property will also regenerate ssl certificates replacing the existing ones.

```
- web_tier_host_1=""  
- app_tier_host_1=""  
- app_tier_host_2=""
```

The properties above must be filled with the value returned by the execution of the `hostname -f` command run on the same host where the installation is happening.

On-line installation

In case of an on-line installation, there are further steps that must be done before triggering the installation process otherwise skip this section.

Ubuntu

1. Edit **download.sh** changing only the part at the bottom as follows:

```
.....
.....
.....
#####
#
# MAIN
#####
(
    configure_sources_for_download
    #upgrade_packages
    #download_packages
    #download_drupal_packages
    msg "finished"
) 2>&1 | tee ${logfile}
```

2. Run `./download.sh`
3. From there follow the steps for the offline Red Hat O.S.

Red Hat

1. Disable offline packages option from the **install_standalone_node.sh** script:

```
#!/bin/bash
# vim: tabstop=4:shiftwidth=4

. ./install_common.sh

script_debug='Y'

#####
#####
# MAIN
#####
#####
```

```
clear

caller_is_root_and_ready_to_overwrite

(

    #configure_offline_package_repository
    install_common_packages
    install_app_tier_packages
    install_web_tier_packages
    install_ssl_certs
    .....
    .....
```

2. From there follow the Installation steps

Install

To trigger the installation, execute the following script:

```
./install_standalone_node.sh
```

Check the log file for any errors.

Processing Tier

Pre-installation steps

1. Once the installer is on the host server, switch to *root* user using the following command:

```
sudo -i
```

2. Now, create a new directory as follows:

```
mkdir /media/install
```

```
mkdir /media/install/<iv-version>
```

```
mkdir /media/install/<iv-version>/proc
```

```
cd /media/install/<iv-version>/proc
```

3. Copy the installer to the created folder and extract the files.

```
tar -xzvf iv-proc-node-<version>.tar.gz
```

4.

```
chmod +x /media/install/<iv-version>/proc/installation_scripts/*.sh
```

Configure the Installer

Before running the installation, there is the need to set some properties.

The ***common-config*** file located in the root folder of the installer contains all is needed for this purpose.

The file contains different sections but the properties of interest are the following:

```
- overwrite_existing_data="Y|N"
```

This property will regenerate ssl certificates replacing the existing ones.

```
- web_tier_host_1=""
```

```
- app_tier_host_1=""
```

```
- app_tier_host_2=""
```

The properties above must be filled with the value returned by the execution of the `hostname -f` command run on the Web+App server.

On-line installation

In case of an on-line installation, there are further steps that must be done before triggering the installation process otherwise skip this section.

1. Edit the **common-config** file setting the `online_install` property to “Y”

Install

To trigger the installation, execute the following script:

```
cd installation_script  
./install_proc_node.sh
```

Check the log files for any errors and the status of each worker.

Post-installation steps

The system is now installed but some modules are intentionally left switched off to give the possibility to tune it according to the needs and do a last check to be sure everything is setup as wanted.

In the sections below, the list of modules and the actions to take before enabling them.

Web Application Schedulers

The IV web application is based on schedulers inside the **beans.xml** file to create tasks (ASR, Diarization, VAD, Tagger, Cracker, SplitSRT, Set item to Complete..)

These schedulers are disabled by default so that when IV is installed on existing systems things don't start flowing without having checked that everything is ok first.

Enabling schedulers is easy as the only thing that need to be done is to edit the **beans.xml** in the following location:

- Ubuntu: `/var/lib/tomcat8/webapps/vrxServlet/WEB-INF/`
- Red Hat: `/opt/apache-tomcat-8.0.23/webapps/vrxServlet/WEB-INF/`

And remove the `<!-- -->` to the following section:

```
<!--|
<import resource="vad-job-scheduler.xml"/>
<import resource="asr-job-scheduler.xml"/>
<import resource="split-srt-job-scheduler.xml"/>
<import resource="cracker-job-scheduler.xml"/>
<import resource="tagger-text-job-scheduler.xml"/>
<import resource="tagger-voice-job-scheduler.xml"/>
<import resource="diar-job-scheduler.xml"/>
<import resource="import-completed-job-scheduler.xml"/>
<import resource="import-item-complete-job-scheduler.xml"/>
-->
```

To make it look like this:

```
<import resource="vad-job-scheduler.xml"/>
<import resource="asr-job-scheduler.xml"/>
<import resource="split-srt-job-scheduler.xml"/>
<import resource="cracker-job-scheduler.xml"/>
<import resource="tagger-text-job-scheduler.xml"/>
<import resource="tagger-voice-job-scheduler.xml"/>
<import resource="diar-job-scheduler.xml"/>
<import resource="import-completed-job-scheduler.xml"/>
<import resource="import-item-complete-job-scheduler.xml"/>
```

ASR Batch Scheduler

If ASR Batch processing is required, there are few steps to follow:

- Disable asr scheduler and enable batch scheduler as follow in the beans.xml:

```
<!-- <import resource="asr-job-scheduler.xml"/> -->
<import resource="asr-batch-job-scheduler.xml"/>
```

- Configure the batch scheduler parameters within the asr-batch-job-scheduler.xml file.
- The parameters are:
 - o fixed-delay
 - o maxBatchSize
 - o maxBatchUtterances

The last step to do is to restart Tomcat service with the following command:

```
service tomcat8 restart
```

Now if you eventually want to monitor tomcat and see if everything is going well, you can use a command line tool such as “tail” and run the following command:

```
tail -f /var/log/tomcat8/*.log
```

Create a Sample Group

Create a Sample Group by running these commands:

```
cd test-api
```

```
./create_group.sh
```

Open JumpTo Web

You can connect to following URL and start using JumpTo Web

```
https://<server>/JumpToWeb
```



Product Support

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