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PRODUCT
GUIDE

Unify OpenScape Solution Set V10

Customer Data Collection with WebCDC V1

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Installation Guide
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Mitel

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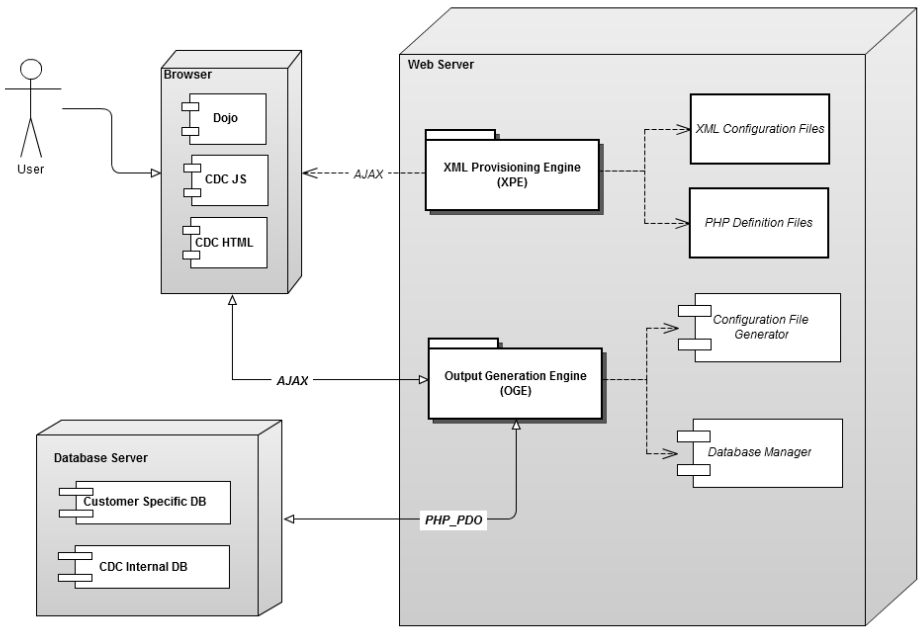
1 WebCDC Architecture

1.1 Overview



Browser:

- Dojo: Open Source 3rd Party Javascript Framework (Handles GUI Elements/ Ajax Calls).
- CDC JS: Browser Rendering Engine handles user validation and building of Dojo User Interface Objects. Passes commands and data to be processed by the OGE.
- CDC HTML: Basic layout of user interface.

Web Server:

- XML Provisioning Engine (XPE): Used to generate PHP Definition files that are parsed into JSON objects at run-time for input into the Browser Rendering Engine.
  - XML Configuration Files: Files that define the grids to be displayed. These include validation, help text, database mapping information, and CSS designs.

  - PHP Definition Files: Files generated to be read at runtime. The output is a JSON object that includes all the information stored in the database at the current request time that is displayed to the user in the form of a table.

- Output Generation Engine (OGE):
  - Configuration File Generator: Excel VBA ported logic, running in PHP. Generates 8K Config Files.
  - Database Manager: PHP interface to database. Handles Asynchronous updates between browser and DB. Updates DB after every file generation.

Database Server:

- CDC table: Generic Data used by all WebCDC Projects (Array Definitions, Drop Down menus, Excel References). Users and Projects information.
- CDC_user table: Individual Project information (Basic/Advance Sheets). Saved as a template and duplicated for each individual project.

1.2 Tracing and Logging

1.2.1 Tracing

During generation of configuration files, two additional files are created for debugging and tracing of the generation. Progress.txt includes messages about the progress of file generation, and DebugCDC.txt includes messages intended for low level tracing of generation

Progress.txt:

During generation of the configuration files, WebCDC will record data as it progresses that can be useful for the user to trace how the output progresses.

DebugCDC.txt:

If there is an unexpected error during generation, debug.txt will include all the internal messages and data that is created during the generation

1.2.2 Logging

The WebCDC server logs all URLs that are accessed and any important messages for the WebCDC administrator, including database errors, user account information, and project activity.

Apache Log:

The web server will record the IP address and URL every time the server is accessed.

WebCDC Log:

WebCDC will record when a user is requested and approved, when an invalid password is entered, when a project is delete, etc. This is for use by the WebCDC administrator to record the activities of the system.

2 Requirements

2.1 Hardware Requirements

During development and solution test for its launch version a physical host with the following specifications was used:

Dell PowerEdge 2950 2U Rackmount Server (Generation 3):

- 2x 2.33GHz Quad Core Intel Xeons E5345
- 16GB Fully Buffered RAM
- Hard drives: 2x 146GB 10K RPM SAS
- 2x 750 Watt Power Supplies
- OS: Windows2008 Server 64bit R2

2.2 3rd party software

WebCDC utilizes the same 3rd party components as already used by OSV TM, allowing for a common security update process for these two products.

The 3rd Party Bundled Software utilized for WebCDC is as follows:

- PHP Scripting Engine - version 5.4.38
- Apache Web Server - version 2.2.29
- Dojo Tool Kit - version 1.9.3
- PHPExcel - version 1.8.0
- Microsoft Visual C++ 2010 Redistributable Package
- NET (minimum version 3.5) - Required by Installation package and ISO Creator.

- JRE (Required by NCPE TOOL)

  Note: JRE is not bundled with the rest of the software and needs to be downloaded and installed by the user. For further information refer to NCPE documentation.

Note: For information on licensing of the products above please refer to their websites.

3 Installation and Upgrade

Attention: All the steps that are listed and described in the current chapter should only be performed by authorized personnel that are responsible for hosting and maintaining WebCDC.

3.1 WebCDC Installation

Attention: WebCDC installation is only supported on a dedicated host. No other services should be running on **ports 80** and **443** on that machine.

1. Run the WebCDC executable file (**WebCDC_V1.Rx.xx.xx.exe**).
2. The Installation Wizard will pop up and guide you through the steps that need to be followed.
3. Click **Next**.
4. Read the **License Agreement** select **I accept the agreement** and click **Next**.
5. You will then be asked to select the folder in which WebCDC will be unpacked and then installed. By default **"C:\WebCDC"** will be used. In case you want to select a different folder select **Browse** and provide the directory of your choice to the installer.

   Note: The root folder must be under **C:** drive only!

6. Click **Unpack**. WebCDC contents will now be unpacked to the folder you have selected.
7. On the next window select the option **Setup WebCDC Server** and then click **Finish** in order for the installation of WebCDC components to be initiated.
8. A Command Prompt window named **Username: WebCDC Server Installation** will be displayed and all necessary software will be installed.
9. Wait until the Command Prompt window closes. The default browser will come up pointing to the following URL:

https://localhost/install/index.php

Note: If a web browser session is not initiated automatically, open one and navigate manually to the URL mentioned above.

10. On the web browser enter the following:

    - User data root folder

    Note: The user data root folder must be under **C:** drive only!

    - SSO Login Flag

    Note: Set the SSO Login Flag only to **2**!

    - Administrator email
    - Administrator password
    - Email Server Hostname
    - Proxy IP

11. Click **Save and Install**.

    This process will take a couple of minutes - normally 2-3 minutes. During this time, the web page might look like it is frozen. Do not close or restart it until it finishes. There is also a progress bar showing the status of the installation.

    When the installation process is complete, a message will pop up informing you the success of the installation.

12. Click **OK**.

    Installation is complete and you will be redirected to WebCDC home. In order to use WebCDC, you should navigate using a browser (IE, Firefox and Chrome currently supported) to the URL: **https://localhost** (in case you are using a machine other than the one where WebCDC is installed, user the latter' s IP address). **Ignore the Certificate Error** that will appear and continue to the website.

13. Login to the server using the admin credentials setup earlier.

3.2 WebCDC Upgrade

3.2.1 Backup

As a precautionary measure, follow the steps that are listed and described in Section 4.1, “Backup existing Database Files”.

Note: This step is being described as a "precautionary measure" because those files get automatically backed-up anyway during an Upgrade installation scenario and are archived in .zip format under the path:
<installation_directory>\..\Webdata\webCDC\backup

3.2.2 WebCDC Update

The update and installation processes are very similar to each other. and as a result the same steps as in Section 3.1, “WebCDC Installation” may be performed.

The only differences related to user interaction are the following:

- You will not be asked to select the folder in which WebCDC will be unpacked and then installed, since it already exists.
- When the Command Prompt windows as part of the Update process will close and the default browser will come up pointing to URL: https://localhost/install/index.php, the web browser session that is initiated automatically, will not prompt for entering any configuration settings. Instead, the following 3 options are available:
  - Save and Install (ie. keep the existing settings)
  - Reset parameters to default values
  - Reset parameters to previous installed values

Once you select the desired option, the rest of the Update process will take longer than the respective process of a (fresh) installation scenario since it also includes an automatic back-up and restore of the existing DB files. The time required depends on the size of those DB files.

3.3 Piwik analytics configuration

WebCDC is able to use Piwik to provide web analytics and give you valuable insights regarding the tool. To configure Piwik or to disable it you have to do the following:

1. Stop Apache service.
   - On the taskbar find Apache's icon, click it and select **Stop**.
2. Navigate to **C:\Webdata\webCDC\config.php** and open the file with the editor of your choice.
   - If no analytics are needed: find the line **$ANALYTICS_ENABLED** change it to **false** and save the file.
   - If you want analytics enabled: find the line **$ANALYTICS_ENABLED** change it to **true** and save the file.

     Download Piwik and install it to the host machine. For instructions refer to Piwik's documentation.

     Reopen **config.php** and edit the following lines with the data from Piwik:
     $PIWIK_SERVER_URL
     $PIWIK_TOKEN_AUTH
     $PIWIK_WEBSITE_ID
     $PIWIK_GOAL_ID (Dashboard > Goals > Goal Management (download configuration))
     Save **config.php**
3. Start Apache service.
   - On the taskbar find Apache's icon, click it and select **Start**.

3.4 Firewall configuration

If the WebCDC server is behind a firewall, the firewall should be configured to allow outgoing TCP connections to the following:

Hostname	Port
www.localcallingguide.com	80
www.nanpa.com	80
<your_mail_server>	25

Table 1 Firewall configuration

Note: localcallingguide.com and **nanpa.com** must be accessible to download local toll tables (LTT).

3.5 WebCDC Uninstall

In order to uninstall WebCDC you have to perform the following actions:

1. Click on **Start** > **Control Panel** > **Programs and Features**
2. On the window that is displayed you will find two entries that need to be uninstalled:
   - WebCDC
   - WebCDC_<version>
3. Right click on each one and select **Uninstall**.
4. The **Uninstall Wizard** will initiate and will uninstall WebCDC from the computer.
5. Locate the folders **WebCDC** and **Webdata** (along with their containing leftover files) under **C:/** drive and delete them manually.

Note: In case you want to remove PHP and Apache from your HW unit, you need to follow the same procedure as for WebCDC (Steps 1-4) but for the corresponding entries.

4 Maintenance

4.1 Backup existing Database Files

As a precautionary maintenance measure, it is recommended that periodically and / or before WebCDC server's maintenance activities a manual backup of the 'DB' directory under **<installation_directory>\bin** should be performed.

This directory contains the user and project databases. The first are located under:

<installation_directory>\bin\DB\usr

and the latter under:

<installation_directory>\bin\DB\sys.

Additionally, there should be performed a manual backup of the **config.php** file that is located under:

<installation_directory>\..\Webdata\webCDC

This file contains all the configuration settings values that have been defined during installation or update of WebCDC.

4.2 Recovery actions

As a recovery action, in case of disaster scenarios where WebCDC is no longer functional, the following steps should be followed:

1. Uninstall WebCDC as described in Section 3.5, “WebCDC Uninstall”. This is applicable in case WebCDC needs to be set up again on the hardware unit it was hosted before.

   Note: If WebCDC is going to be set up on a new Hardware unit, this step may be ignored.

   ---

2. Perform a complete fresh installation of WebCDC according to the steps defined in Section 3.1, “WebCDC Installation”.
3. After WebCDC installation is complete, restore on the respective paths the files and directories that have been collected as part of the steps defined in Section 4.1, “Backup existing Database Files”.

4.3 Administrator Actions

User accounts with **Administrator** privileges have access to the following features:

- **User Accounts** (Admin > User Accounts)
  The admin can see the list of user accounts in the server and also download this list using the **Get User List** button. Additionally the admin can give **Basic Access**, **Advanced Access**, **Admin Access** to the user(s) of his/her choice. Moreover he can also **Delete** or **Suspend** users.
- **All Projects**
  The admin using the **All Projects** button is able to see and edit all projects that exist in the server.
- **Change Owner** (Project name > Change Owner)
  The admin is able to change the owner of the currently opened project to any of the users on the server.
- **Archived Projects**
  All projects of users that have been deleted are renamed to <username_projectName> and can only be retrieved using this button. All generated data of these projects is lost after deleting the respective owner. Only the project configuration is kept under the "Archived Projects".

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