



Installation Guide

commzGATE SMS Application Server v2.2

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1 Introduction

This document provides instructions on how to install and configure the commzGATE.

If you are evaluating this product and will be connecting to the Evaluation Gateway provided by Pacific Synergy, then you may skip section 2 and go straight to section 3. The instructions for setting up a connection to the Evaluation Gateway are provided in section 3.1.3.

IMPORTANT NOTES

- 1) In order to perform installation, you **MUST** log in as the *Machine Administrator* (i.e. the domain must be the machine name). This is to ensure that you have the necessary system access for the installation of Services.
- 2) For installation on Windows NT, Service Pack 4 and above is required.
- 3) If you are using modems, you **MUST** **DSABLE** the PIN function of the SIM card, to be used.
- 4) If the designated installation environment already has MySQL 3.32 (and above), JDK 1.3 or the Tomcat Web Server 3.2.2 (and above, or other Java-supporting web server, such as Apache) installed, please follow the instructions on the **Custom installation** guide.

2 Modem Installation

The modem is installed through the following steps:

- 1) Turn off your server machine and any attached peripheral equipment
- 2) Disable the SIM card PIN function
- 3) Insert SIM card into the modem
- 4) Connect antenna to the modem
- 5) Connect serial cable to modem serial port and server serial port
- 6) Connect power cable to modem
- 7) The modem does not have a power switch; it will remain powered on as long as its AC power adapter is plugged in. Ensure that the modem is powered up **BEFORE** the commzGATE SMS Application Server program/service is started.

3 Software Installation

The commzGATE operates with three third-party components, included in this installation CD. For both Windows and Linux installations, first identify whether the following have already been installed:

- 1) Tomcat Web Server 3.2.2
- 2) JDK 1.3.1_04
- 3) MySQL 3.23.52 and above

If any of these components are not installed or are of an earlier version, they **MUST** be installed.

Please note that the installation program will not, however, verify the version of an existing component.

IF YOU HAVE ALREADY INSTALLED THE SOFTWARE AND NEED TO RE-INSTALL IT ON ANOTHER MACHINE, please refer to **Appendix E**. The instructions include how to preserve the data and configuration(s) that already exist on the current installation.

3.1 Windows NT, 2000, XP

IF YOU ARE DOING A CUSTOM INSTALLATION on Windows, please **STOP NOW** and read **Appendix D** before proceeding.

Note 1:

There are cases where a particular machine does not allow the installation script to run. This may be manifested as a 'Dr Watson' error notification window, or an 'Access Violation Exception' when attempting to run the Installer. You can either try to resolve the exception, or you may work around this limitation by installing the system manually, without using the Installer. Instructions for *manual installation* are provided in **Appendix B**.

Note 2:

In some cases, it may be desirable to install the database in a different directory from the rest of the commzGATE components. For example, all application programs are installed in D:\ but all application data is to be stored in E:\. A guide for such an installation is provided in **Appendix C**.

- 1) Check that the file *c:\winnt\my.ini* **does not exist**. If it does, this is probably from a previous installation of MySQL. **Remove this file**.
- 2) Ensure that the modem has been installed. Start the server machine.
- 3) Insert the *commzGATE SMS Application Server CD*.
- 4) If you are installing on Windows, you first need to disable the "World Wide Web Publishing" Service and set it Manual.
- 5) If you are installing on Windows NT, you may first need to install Visual Basic (VB) Runtime 6.0, which is not pre-installed on Windows 2000. We have packaged this executable in the Installation CD, under the *Windows* folder. Run *Vbrub60.exe* to install VB Runtime 6.0.
- 6) Run *setup.exe*
- 7) The script will guide you through the installation process.
- 8) If you install the Tomcat Web Server to other than the default location, or your server already has Tomcat Web Server installed, you will need to configure its Virtual Path settings as shown in section A.1. If you need to install the commzGATE SMS Application Server on a port number OTHER THAN Port 80 (default HTTP port), refer to section A.2.
- 9) Upon the machine restarting, the Tomcat Web Server, MySQL and commzGATE SMS Application Server will be started as Services.
- 10) Go to Start > Programs > commzGATE > Log In. The browser will open and you will be presented with the Product Registration page.
- 11) If you have chosen the license type to be 'Evaluation', you will be presented with the Evaluation page. Refer to section 3.3 for details.
- 12) After registering, go to **Configure → Server Preferences** to configure your server settings. Please refer to the *Administrator Guide* for detailed instructions.

3.2 Setting Up the Evaluation

The commzGATE can be set up as an evaluation copy by selecting 'Evaluation' as the License Type during the registration procedure. Upon registering this product as an Evaluation, you will be presented with the Evaluation screen. If you are using a modem for your evaluation, select **Modem**. If you are using the Evaluation Gateway instead of the modem, select **Evaluation Gateway**.

If you have selected **Modem**:

You will need to connect your modem to your PC, and place a SIM card into the modem.

If you have selected **Evaluation Gateway**:

Click on [Setup Instructions](#) for details. This page displays the number of message credits you have for evaluation. Once you have used up these credits, you will not be able to send any more messages through the Evaluation Gateway.

Once your settings are done, click **Save**.

If at any time you need to change your Evaluation settings, you can access this page by clicking on the *Evaluation Only* navigational link that appears on the left area of the screen.

4 Software Uninstall

The following describes how to uninstall the software.

Windows

Insert the installation CD into the server machine. Next, Run *setup.exe* from the installation CD. The system will detect the existing installation and prompt you to uninstall it. Follow the on-screen prompts.

5 Database Access and Configuration

There is a configuration file named *commzGATE.xml* located in the directory:

Windows: `<commzgate>/conf`

With this configuration file, administrator will be able modify database settings. Under the "DatabaseSetting" section are the following fields:

Key	Default Value	Description
Name	commzgate1	Name of the database
Driver	org.git.mm.mysql.driver	Database driver
URL	jdbc:mysql://localhost:3306/commzgate1	Database URL
Username	commzgate	Database login ID
Password	abcd1234	Database login password

You may wish to change the values of *databaseuser* and *databasepassword*.in order to secure access to the database. This can be done in the following steps.

STEP 1

Access the database:

- 1) Ensure MySQL database server is running
- 2) Open a DOS-prompt if in Windows
- 3) At the prompt, enter: `mysql -u commzgate -p`
- 4) When prompted for the password: `abcd1234`

STEP 2

Once in the MySQL environment, delete the existing user database record and insert the new record as follows:

- 1) Delete the user record by entering:
`DELETE FROM user WHERE user='commzgate';`
- 2) Insert a new user record by entering:
`INSERT INTO user VALUES ('%', '<new_username>', PASSWORD('<new_password>'), 'Y', 'Y');`

STEP 3

Modify commzGATE.xml in the following location:

```
<databaseserver>
    <name>commzgate</name>
    <driver>org.gjt.mm.mysql.Driver</driver>
    <url>jdbc:mysql://localhost:3306/commzgate1</url>
    <user>new_username</user>
    <password>new_password</password>
```

STEP 4

Restart the server MySQL service.

In the future, if there is ever a need to access the database again, this can be done as follows:

- 1) Ensure MySQL database server is running

- 2) Open a DOS-prompt if in Windows
- 3) At the prompt, enter:
- 4) When prompted for the password:

```
mysql -u<new_databaseuser> -p  
<new_databasepassword>
```

6 Configuring the URL of the commzGATE

The URL of the commzGATE can be configured in the following file:

```
<commzgate>\tomcat\conf\server.xml
```

In this file, look for this segment:

```
<Context path="/"
        docBase="c:/commzgate/tomcat/webapps/cbapps/product"
        crossContext="false"
        debug="0"
        reloadable="true" >
</Context>
```

The URL of the application is configured through the `path` variable. For example, if your organization's intranet site URL is www.myorg.com, you may wish to make this application accessible from www.myorg.com/sms/

To implement this, `path` value should be set to `"/sms"`, and the machine on which the commzGATE is installed should be referenced by the DNS name www.myorg.com

7 Setting Up Your Environment

This section discusses environment settings that may affect the functionality of the commzGATE SMS Application Server.

7.1 Browser

The browser should be configured such that whenever it accesses a web page, it will attempt to find the latest copy of the page, rather than pulling outdated information from its cache (temporary internet files). For Microsoft Internet Explorer, configuring your browser is done as follows:

- 1) Go to Control Panel -> Internet Options
- 2) Select the 'General' tab
- 3) Select Settings
- 4) Under the 'Check for newer versions of stored pages' section, select *Every visit to the page*

7.2 Proxy

The commzGATE requires access to a number of TCP/IP ports. The following is a list of functions and the default port numbers required. Your organization may have different settings. Please check with your Network Administrator.

As such, the proxy settings in your network need to allow access to these ports in order for the commzGATE to function normally. The proxy used may also cache information from the Internet. Sometimes, this poses a problem to the commzGATE because updated information may not be delivered to the client browsers (because the proxy cache may deliver outdated cached information).

You should consult your Network Administrator to discuss proxy access policy settings and caching procedures.

S/N	Function / Application	Port Number	Remarks
1	Accessing the User Interface	80 (Default)	Or specific configured port number
2	App Gateway	80 (Default)	Or specific configured port number
3	External API	80 (Default)	Or specific configured port number
4	Database Access	3306	This applies to MySQL default setting.
5	Email-To-SMS / Email Gateway	110 (POP3) 143 (IMAP)	
6	SMS-To-Email	25 (SMTP)	

Appendix A: Non Default Installation Settings

This describes how to configure your system for an installation OTHER THAN the default installation.

A.1 Non-Default Tomcat Location

The Virtual Path setting of your Tomcat installation needs to be configured in:

`<commzgate>\tomcat\conf\server.xml`

Look for this segment:

```
<Context path="/"
    docBase="<path to where the commzGATE files are>"
    crossContext="false"
    debug="0"
    reloadable="true" >
</Context>
```

The variable `docBase` points to the location where the commzGATE files are stored. By default, this is set to:

Linux: `/usr/local/tomcat/webapps/cbapps/product/`
Windows: `c:/commzgate/tomcat/webapps/cbapps/product/`

Since Tomcat is at a location other than the same machine as the commzGATE files, you will need to modify `docBase` to point to where the commzGATE files have been installed. **Note that the directory path CANNOT contain blank spaces, such as in 'Program Files'.**

A.2 Non-Default Tomcat Port Number

TWO files need to be modified.

(1) The Port Number of Tomcat is configured in the following file:

`<commzgate>\tomcat\conf\server.xml`

In this file, look for this segment:

```
<!-- Normal HTTP -->
<Connector className="org.apache.tomcat.service.PoolTcpConnector">
    <Parameter name="handler"
        value="org.apache.tomcat.service.http.HttpConnectio
nHandler"/>
    <Parameter name="port"
        value="80"/>
</Connector>
```

Under the `<Parameter name="port" value="80"/>` sub-segment, change 'value' to the desired Port Number. E.g. to change the Port Number to 8090, the correct settings would be `<Parameter name="port" value="8090"/>`

(2) The start-up script is configured in the following file:

`<commzgate>\tomcat\conf\userLogin.html`

In this file, look for the string:

<http://127.0.0.1/commz/jsp/share/commzgate.jsp>

Supposing you have changed the port to 8090 in step (1), then this string should be changed to:

<http://127.0.0.1:8090/commz/jsp/share/commzgate.jsp>

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