



**Instant Chime for XMPP
Quick Start Guide**

Fall 2015

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This document is intended to provide the Chime administrator, and other people in the IT organization, with a high level list of requirements and configurations that will be required to install and configure Chime.

Instant Chime for XMPP is an enterprise service desk application that enables service desk enablement, and 'click to chat' functionality, using XMPP as the IM routing and presence platform.

Typically, Chime is deployed as part of either an Apache Tomcat\Microsoft SQL Server or an IBM Websphere\IBM DB2 deployment. Your installation and configuration preferences are generally based on enterprise preferences and internal licensing.

Chime leverages the XMPP platform for agent awareness and agent IM routing – and this XMPP functionality may be accessed via an on premise installation.

The following high level overview should help administrators visualize the configuration and installation:

- The Chime server is a Java Spring based application that runs under either Apache\Tomcat or IBM Websphere.
- The Chime server requires access to a Microsoft SQL server or IBM DB2.
- The Chime server communicates with the XMPP server using port 5222 and no modifications are necessary to the XMPP server (except the addition of several new XMPP accounts to act as dispatchers)
- Chime requires a new database to be created on the SQL engine – build scripts and installation steps are handled during the Chime installation process

SYSTEM REQUIREMENTS:

- Application **should not be** installed on the same server hosting XMPP.
- Chime may be installed on a physical or a virtual machine. The recommended specifications are:

| Queues | Agent # | RAM | Processor | Data Storage | Database Size |
|--------|---------|--------|--------------|--------------|---------------|
| 1-2 | 10 | 4 GB | 1 - 2 Core | 80 - 100 GB | 4 GB |
| 2+ | 10+ | 6-8 GB | 2 - 2-4 Core | 150 - 200 GB | 8 - 10 GB |

- 64-bit Windows Server®: 2008 R2, 2012, 2012 R2
- 64 Linux (Red Hat, Fedora, or Ubuntu)
- SQL Server 2008 R2+ (SQL Express, Standard, Enterprise...)
- Read Access to Windows Active Directory or LDAP
- SQL Server
 - Create/Read/Write access to enterprise SQL environment
 - SQL Server 2008 R2+ (SQL Express, Standard, Enterprise...) – or –
 - IBM DB2 9.7 and above
 - Read\Write access to Chime database (built during installation)
 - The application supports both SQL and Windows Server Authentication options.
- XMPP Messaging server
 - Cisco Jabber 8 and above – or –
 - Openfire 3.0 and above
 - Chime for XMPP will access XMPP messaging server using port 5222 as a Java application
- Java application server:
 - Oracle JRE 7.0 +
 - Apache Tomcat 7.0 and above – or –
 - IBM Websphere 8.5 and above

REQUIRED ACCOUNTS:

The following accounts will be need for the installation and/or operation of Chime.

Active Directory query account

This account will be used by Chime to query Active Directory for users

AD Username: _____

Password: _____

Chime SQL Account

This account will be used by Chime to read and write information to the Chime database.

Username: _____

Password: _____

Admin SQL Account

This account is used to create/update the Chime database during installation or upgrade. This account requires admin privileges on the SQL server.

This account information is not stored, and is only utilized during creation or updating.

Username: _____

Password: _____

Dispatcher account - *This account will be used by Chime to connect request from a seeker to Sametime experts. This account needs to be Sametime enabled. Each queue will need a separate dispatcher.*

REQUIREMENT CHECKLIST:

CHIME SERVER MACHINE

64-bit Windows Server®: 2008 R2, 2012, 2012 R2

or

64-bit Linux (Red Hat, Fedora, or Ubuntu)

RAM: 4-8 GB

Processor: 1 - 2 Core (Small)

or

Processor: 2 – 2-4 Core (Large)

Disk space: 80-200 GB

ADDITIONAL SOFTWARE ON CHIME SERVER

Oracle JRE 7.0 installed

Apache Tomcat 7.0 and above

or

ACCOUNTS

Read Access to Windows Active Directory or LDAP

Chime DB SQL account

Admin SQL account

Active Directory Query account

Dispatcher account in XMPP

(for example: dispatch_HelpDesk)

Chime for XMPP Architecture

