

Installation Steps for Metaphor Conversation Manager 3.0

Prerequisites

1. PC or server with at least 500 MB of RAM, 1 GHz CPU, 500 MB of hard drive available.
2. Active Network Card or Wireless 802.11 Card on PC or server.
3. Do only one of the next two sections depending on which operating system, Windows XP Professional or Windows Server 2003, you want to install on.

Stand-alone Pre-Install Steps for Windows XP Professional

1. Install Windows XP Professional, SP2
2. Add in IIS Web Server option after installation of Windows XP Pro. Click on Start/Control Panel/Add or Remove Programs/Add or Remove Windows Components. Enable IIS and Networking Services. Within IIS enable all but the FTP Services.
3. Enable ASP.NET 1.1 by running the following command from Windows Start for Windows XP Pro:

`C:\WINDOWS\Microsoft.NET\Framework\v1.1.4322\aspnet_regiis.exe -i`

Stand-alone Pre-Install Steps for Windows Server 2003

1. Install Windows Server 2003
2. Enable Windows Components that Metaphor uses: Click on Start/Control Panel/Add or Remove Programs/Add or Remove Windows Components. Enable Application Server. Within Application Server, enable IIS, COM+ access and ASP.Net. Within IIS, enable SMTP services. Within WWW Service, enable Active Server Pages, Remote Desktop Web Connection and Server Side Includes. Click OK on the rest of the dialogs.
3. A number of processes get data from the Web. For them to be successful, turn off the Internet Explorer Enhanced Security, which by default is turned on. To do this when you are in the Windows Components setup dialog, disable Internet Explorer Enhanced Security Configuration. Also, in Internet Explorer, under Tools/ Internet Options/ Security/ Default Level, set the level to Medium-Low.
4. Enable Web Service Extensions: In IIS Manager, click into the local computer folder. Click on Web Service Extensions. Make sure that the following services exist and are allowed: Active Server Pages, ASP.Net and Server Side Includes.

Common Stand-alone Pre-Install Steps

1. Internet Explorer 6.x should be installed. MCM will not work with Firefox.
2. If you want to combine the C# editing functionality with Visual Studio.NET , install the most recent version of Visual Studio.NET (not a beta version).
3. If you want to run an application on your desktop with a headset and mic or if you want to use the Microsoft Speech Server, install both Visual Studio.NET and the free Microsoft Speech Application SDK 1.0:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=5DAAE9C4-188C-4547-A9D6-1671132A39A1&displaylang=en>



4. To enable VoiceXML: Set some properties in IIS: Start IIS Manager. Click into the local computer folder. Right-click on Web Sites. Click on properties/HTTP Headers/Mime Types. Click on New. Type in “.vxml” in Extension and type in “text/xml” in Mime Type. Repeat for “.grxml” with type “application/srgs+xml”; “.gram” with type “application/srgs+xml”; and Click OK on the rest of the dialogs.
5. Database Server for MCM: MCM will work with any ODBC database server. It has been certified on 2 database servers: SQL Server and MySql.
 - a. SQL Server installation:
 - i. Install SQL Server 2000 or higher. For the default setting on database security, use mixed authentication and the user “sa” and the password “password”. Others can be chosen which will require that the correct data source connection string be set in the MCM configuration.
 - b. MySql Installation:
 - i. Install MySQL 4.1 for Windows (only this version) - <http://www.mysql.com/downloads/index.html> - Use only defaults in the installation except for the following: For configuration, choose server type and load and unselect “modify security settings”. For the default setting, the user should be “root” and do not put in a password. Others can be chosen which will require that the correct data source connection string be set in the MCM configuration.
 - ii. Install MySQL Administrator 1.0 for Windows - <http://www.mysql.com/downloads/index.html>. Open the Administrator to make sure that MySQL Server is running.
 - iii. Install MySQL ODBC 3.51 driver (only this version) - <http://www.mysql.com/downloads/index.html>
 - iv. (Optional) Install Navicat for a user interface to MySQL databases - <http://www.navicat.com>. This is the best MySQL management tool but is not free.

Stand-alone Install Steps for Metaphor Conversation Manager

1. Install the Metaphor Conversation Server: Download and run MCS_3.0.x_setup.exe. Choose all defaults (recommended) for the installation and the installation “HOME” directory will be C:\Program Files\Metaphor\MCM30.
2. (Only on first install on Windows Server 2003) After the installation of the Conversation Server, set the correct IIS identity for the MCS application pool: In the IIS Manager, click on Application Pools/Default AppPool. Right click on Properties/Identity. Set the Predefined value to “Local System”. The click on OK.
3. Install the Metaphor Conversation Manager IDE – download and run MCM_IDE_3.0.x_setup.exe. This setup does 3 installations – (1) for its own Java JRE; (2) for the MCM IDE and (3) for the MCM workspace. Choose all defaults (recommended) for the installation and the installation “HOME” directory will be C:\Program Files\Metaphor\MCM30.

4. MCS License – The initial installation comes with a 30 day free evaluation license for 1 port, which is computer-specific. You can purchase a license with more ports by going to <https://metaphorsol.com/MCM/MCMPurchase.aspx> or contacting MCM_support@metaphorsol.com.
5. (Optional with purchased license) To install all the Metaphor audio files, download and run MCM_audio_3.x.x_setup.exe. This will not install with an evaluation license.
6. (Optional with purchased license) To install all the Metaphor grammar files, download and run MCM_grammars_3.x.x_setup.exe. This will not install with an evaluation license.

Stand-alone Post Install Steps

1. Test integrity of installation by the following:
 - a. Check that IIS web server is running by running Internet Explorer and entering the URL <http://localhost>. You should see a valid web page. If you have installed Oracle with default settings, it will interfere with the default MCM settings on IIS.
 - b. Check that your database server is running.
 - c. Open the MCM IDE.
 - d. Open the metaphor_test.mcm project.
 - e. Check the Configuration property for metaphor_test named “Database Server”. This needs to reflect which database server you have set up. The 2 Connection String properties just below Database Server are the defaults. If you have a different username and password for your database server, edit these fields.
 - f. Link the project by clicking the link icon  on the tool bar. You should get the message “Link returned result OK”.
 - g. Run application in simulation text mode in Internet Explorer by clicking on run icon  on the tool bar. You should see a valid dialog in Internet Explorer with a picture of a service agent in it. Congratulations! MCM is now running successfully. This step is required before you participate in a live training session.
 - h. The MCM Documentation can be found :
On the Web: http://www.metaphorsol.com/MCM3_docs/MCM_3.htm
And in your installation: HOME\docs\MCM_3.htm
2. (Optional) Install Goldwave V. 5 to record audio files from voice talent - <http://www.goldwave.com/>

Network Deployment Steps

1. Install application server into network with IP address and test.
2. Install Remote Desktop on desktop, FTP (such as FileZilla) and remote application server for remote viewing and file transfer. Open appropriate firewall ports.

3. Setup application server with voice gateway. If using VXML platform, setup mapping of phone numbers to initial speech VXML file URLs. Test metaphor_test project by phone.
4. In the Database application_editor_data, edit the user_config table in the first row so that the user corresponds to the web login user for the Web Application Editor.
5. Setup network heartbeat monitoring such as from Alertra or Webmetrics.