instant

CHIME

Instant Chime for IBM Sametime
Quick Start Guide

Spring 2016

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

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

Chime leverages the IBM Sametime platform for agent awareness and agent IM routing – and this IBM Sametime functionality may be accessed via an on-premise installation or via the IBM Sametime service provided the IBM cloud functionality (IBM Smarter Cloud).

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 either Microsoft SQL Express, Microsoft SQL, or IBM DB2.
- The Chime server communicates with the IBM Sametime server using port 1533 and no modifications are necessary to the IBM Sametime server (except the addition of several new IBM Sametime 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

- Chime may be installed on virtual machines, such as Oracle Virtual Box or VMWare. The recommended specifications are:

  - RAM: 4 GB

  - Processor: 2 GHz Dual Core Intel/AMD 64 bit

  - Disk space: depends of SQL database location.

    - Local instance of SQL: 60-80 GB

    - Networked instance of SQL: 40 GB

  - 64-bit Windows Server 2008R2® –or– Windows Server 2012® - or Linux machine

- Application **should not be** installed on the same server hosting IBM Sametime.

- Write access to Chime database (built during installation)

  The application supports both SQL and Windows server authentication options.

- Read Access to Windows Active Directory or LDAP

- Oracle JRE 7.0 +

- Create/Read/Write access to enterprise SQL environment

  - IBM DB2 9.7 and above or

  - Microsoft SQL Express or

  - Microsoft SQL Server

- IBM Sametime 8.0 and above

  - Chime for Sametime will access IBM Sametime using port 1533 as a Java application

- Java application server:

  - IBM Websphere 8.5 and above or

  - Apache Tomcat 7.0 and above

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: Rev 2 - PSM

CHIME SERVER MACHINE

64-bit Windows Server 2008R2® –or–
Windows Server 2012® –or–
Linux machine
RAM: 4 GB
Processor: 2 GHz Dual Core Intel/AMD 64 bit
Disk space On VM/Machine: 60-80 + GB

ADDITIONAL SOFTWARE ON CHIME SERVER

Oracle JRE 7.0 installed
Apache Tomcat 7.0 and above   or
IBM Websphere 8.5 and above

ACCOUNTS

Read Access to Windows Active Directory or LDAP
Chime DB SQL account
Admin SQL account
Active Directory Query account
Dispatcher account in IBM Sametime
(for example: dispatchST HelpDesk)

Chime Architecture

Seekers

Web Based External

HTTP

Web Based Internal

HTTP

IM Client Based

IM client

Chime Hub
Instant Technologies hosted cloud server

HTTP traffic through firewall

Application Server
IBM WebSphere
Microsoft IIS
Apache Tomcat

HTTP

Conversation data
Agent data
Seeker data

IM Server
Lotus Sametime
Microsoft Lync

Managers & Administrators

Queue and Agent Dashboards
Queue & System Reports
Queue & System Configuration
Historical data

Agents

Agent Dashboards & historical data

Communication to installed IM clients

Database Server
Microsoft SQL/ SQL Express
IBM DB2

Reading and/or writing conversation data and logs

Retrieving directory information for the seekers and agent.

Directory Server
Microsoft Active Directory
IBM Domino
LDAP

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