



## The logo for 'CHIME' features a blue Wi-Fi symbol above the word 'CHIME' in a bold, sans-serif font. The letters 'C', 'H', and 'E' are black, while 'I', 'M', and 'E' are blue.

INSTALLATION GUIDE

A 3D rendering of a light blue and grey cardboard box, shown partially open and viewed from an isometric perspective.

Spring 2019

## **Copyright and Disclaimer**

This document, as well as the software described in it, is furnished under license of the Instant Technologies Software Evaluation Agreement and may be used or copied only in accordance with the terms of such license. The content of this document is furnished for informational use only, is subject to change without notice, and should not be construed as a commitment by Instant Technologies. Instant Technologies assumes no responsibility or liability for any errors or inaccuracies that may appear in this document. All information in this document is confidential and proprietary.

Except as permitted by the Software Evaluation Agreement, no part of this document may be reproduced, stored in a retrieval system, or transmitted in any form or by any means, electronic, mechanical, recording, or otherwise, without the prior written permission of Instant Technologies.

Copyright © 2005 - 2019 Instant Technologies, All rights reserved.

## **Trademarks**

All other trademarks are the property of their respective owners.

## **Contact Information**

See our Web site for Customer Support information.

<http://www.instant-tech.com/>



ISV/Software Solutions

## CONTENTS

System Requirements .....	3
Hardware Recommendations.....	3
Required Accounts .....	4
Azure Active Directory Graph API Registration.....	4
Chime Database Admin Account .....	4
Chime Database Service Account.....	4
Dispatcher Bots .....	4
Chime Setup Wizard .....	5
Chime Service .....	7
Chime Database Configuration .....	7
Post Install Configuration .....	8
Specify General Settings .....	9
Specify Bot Framework Web Client Settings (optional) .....	9
Specify Azure Directory Service Settings.....	11
Disable Setup Mode.....	11

# CHIME INSTALLATION GUIDE

## SYSTEM REQUIREMENTS

- 64-bit Windows Server®: 2008 R2, 2012, 2012 R2, 2016
- RedHat/Fedora/Ubuntu Linux - 2018 release
- Microsoft SQL Server®. The application supports full SQL Server® or SQL Express Edition® or Azure SQL Database
- Oracle MySQL
- Configured Azure Active Directory application registration for Graph API access (refer Chime Prerequisites)
- 1+ Bot Framework registered bots per queue
- Microsoft Teams subscription

## HARDWARE RECOMMENDATIONS

The following are the recommended hardware configurations for Chime

# of Queues	# of Agents	RAM	Processor	Data Storage	DB Size
1-2	10	4 GB	Dual Core	80 – 100 GB	4 GB
2+	10+	8 GB	Quad Core	150 – 200 GB	8 -10 GB

## REQUIRED ACCOUNTS

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

### AZURE ACTIVE DIRECTORY GRAPH API REGISTRATION

This app registration is used to authenticate users accessing Chime, and to perform directory lookups when adding users or Teams channels to Chime

Application ID: \_\_\_\_\_

Application Secret: \_\_\_\_\_

Tenant ID: \_\_\_\_\_

Tenant Name: \_\_\_\_\_

### CHIME DATABASE ADMIN ACCOUNT

This account is used to create the Chime database after installation. This account needs SQL authentication with the ability to create the database.

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

SQL Server Name: \_\_\_\_\_

Username: \_\_\_\_\_

Password: \_\_\_\_\_

### CHIME DATABASE SERVICE ACCOUNT

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

Username: \_\_\_\_\_

Password: \_\_\_\_\_

Account must have db\_datareader & db\_datawriter rights to Chime database

### DISPATCHER BOTS

These Bot Framework bots will be used by Chime to connect requests from a seeker to Teams experts. Each queue will need at least one bot, with additional bots allocated for agents to handle additional concurrent chat sessions

## CHIME SETUP WIZARD

Once the required accounts have been provisioned for Chime, you are ready to begin the installation of the Chime application.

1. Run Installer and accept the license agreement.

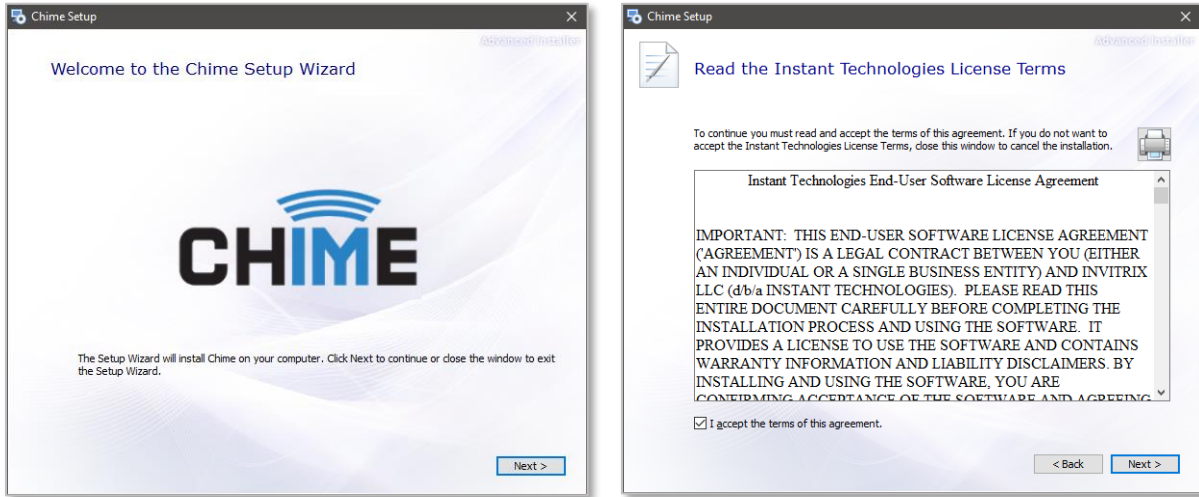


Figure 1: Chime for Teams Installer

2. Specify the install location for your Chime instance.

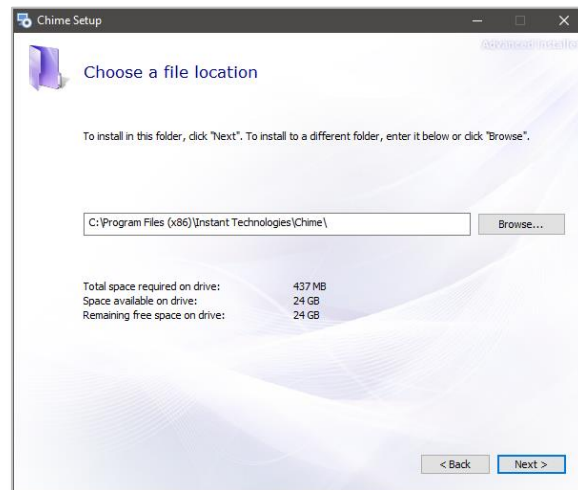
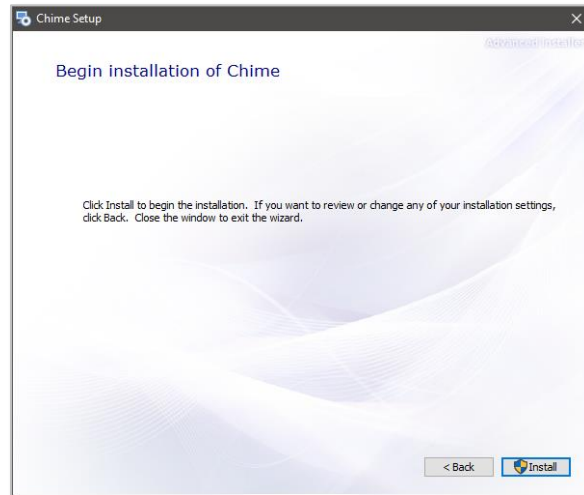


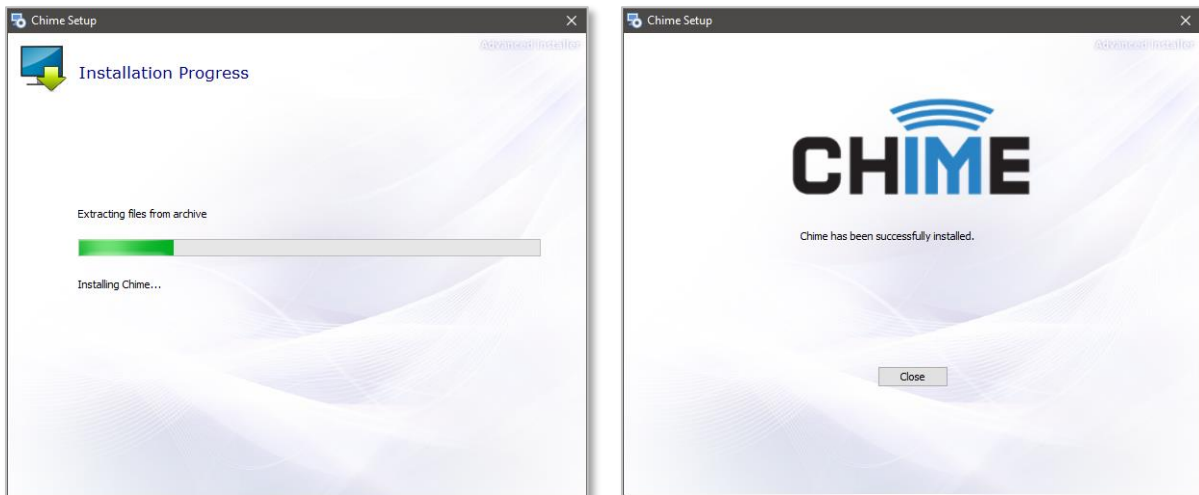
Figure 2: Chime for Teams Pick Install Location

3. Begin the install process. Note: you may need administrator privileges to complete this step.



**Figure 3: Begin Installation**

4. Allow the installer to complete the Chime installation.



**Figure 4: Installation and Completion**

5. Once the install finishes, close the installer.

## CHIME SERVICE

After the installation completes you should see the **Chime Tomcat9** services under the Services list:

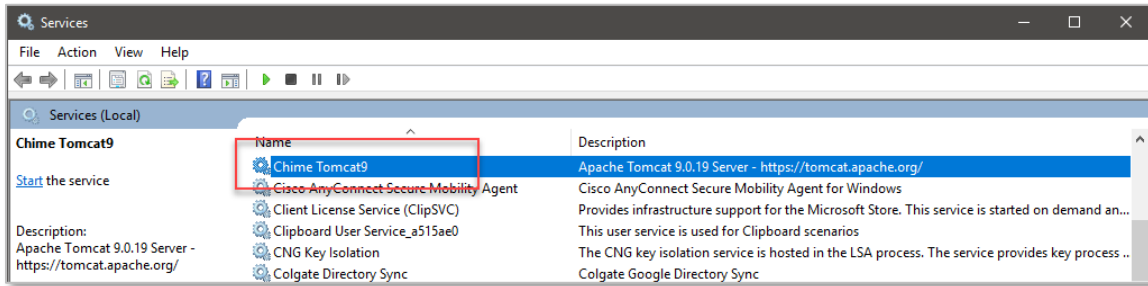


Figure 5: Services List

After specifying database settings Chime service can be started.

## CHIME DATABASE CONFIGURATION

Navigate to Chime install directory and run **ChimeConfiguration.bat**, this will launch configuration utility.

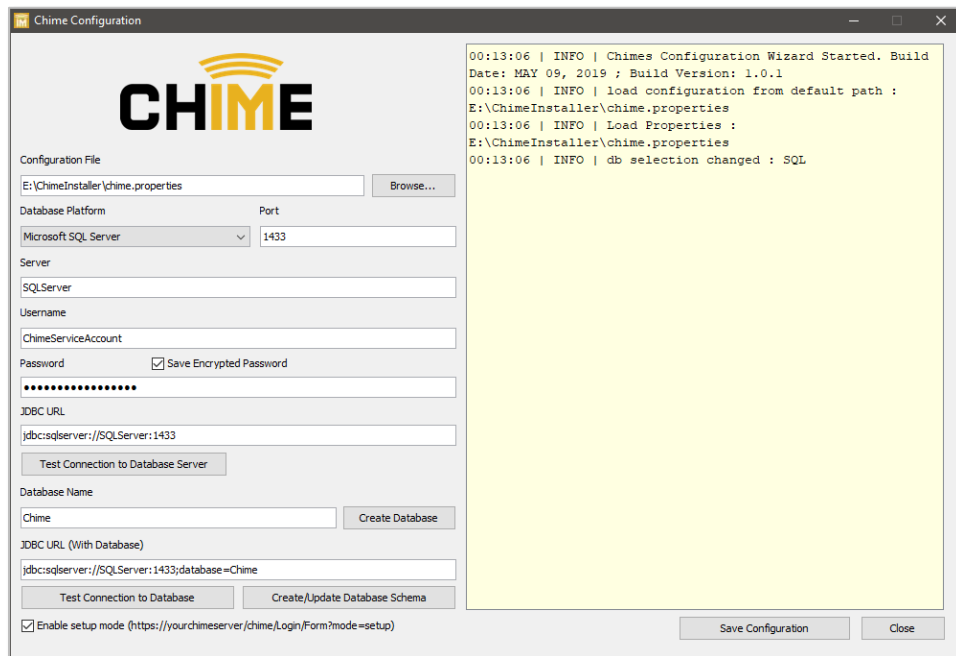


Figure 6: Chime Configuration Utility

Specify database connectivity settings, **test** database connection and next use the application to create Chime database and tables.

Use the option **Save Configuration** to save database connection details.

At this stage **Chime** service should be started.



## POST INSTALL CONFIGURATION

After Chime service has been started, access the setup URL:

<https://yourchimeserver/chime/Login/Form?mode=setup>

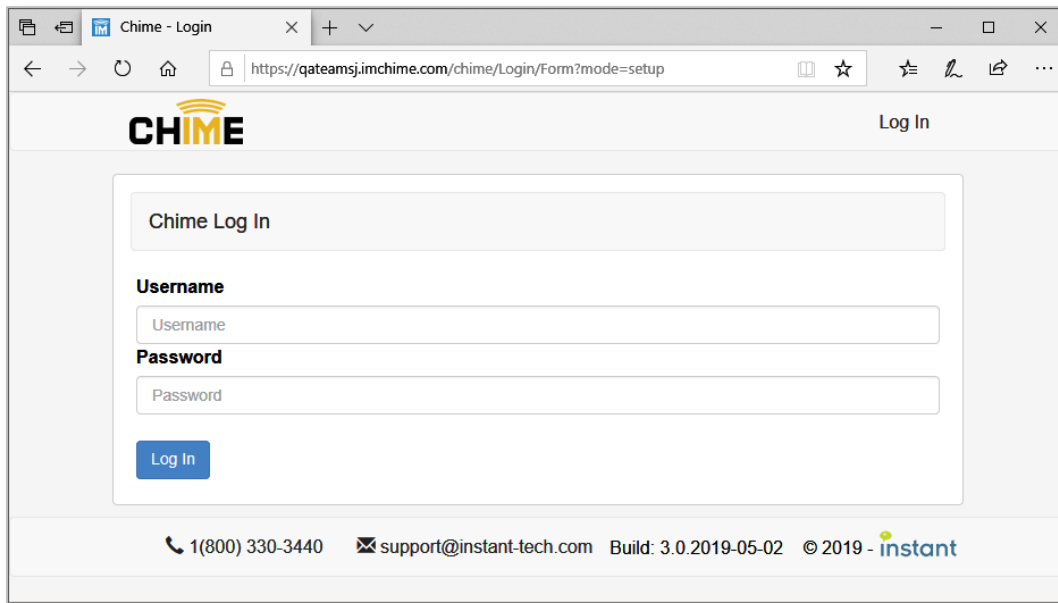


Figure 7: Access Chime App

Use the following credentials to sign-in:

Username: **admin**

Password: **admin**

After signing in navigate to **Admin -> Settings** section

## SPECIFY GENERAL SETTINGS

General Settings	
Queue Bot Messaging Endpoint	<input type="text" value="https://qateamsj.imchime.com/ITFramework/api/messages"/>
Routing Instance	<input type="text" value="https://qateamsj.imchime.com/ITFramework"/>
API Key	<input type="text" value="REDACTED"/>
<a href="#">Generate API Key</a>	

Figure 8: Chime General Admin Settings

**Queue Bot Messaging EndPoint:** Shows Microsoft Teams Callback URL for reference.

**Routing Instance:** Specify value as <https://yourchimeserver/ITFramework>

**API Key:** Use Generate API Key option to generate a key. This is used for Developer access.


## SPECIFY BOT FRAMEWORK WEB CLIENT SETTINGS (OPTIONAL)

In order to set up a Bot Framework web client, you will need access to the **Bot Channel Registration** provisioned for Chime in the Chime Prerequisites guide.

1. Navigate to Settings > General and record each of the fields.

Bot Framework Web Client	
Web Client URL	<input type="text" value="https://webchat.botframework.com/embed/ChimePOC?s=6TboTZy5-Zw.cwA.6o"/>
Web Client App ID	<input type="text" value="REDACTED"/>
Web Client App Password	<input type="password" value="REDACTED"/>

Figure 9: Bot Framework Web Client Settings

2. To get web client details access <https://portal.azure.com>, navigate to **Bot Channel Registration** provisioned for Chime. Access  **Channels** - channels section. Edit the **Web Chat** channel settings.





Name	Health	Published	
 Direct Line	Running	--	<a href="#">Edit</a> 
 Web Chat	Running	--	<a href="#">Edit</a> 

Figure 10: Bot Registration Channels

3. Get the URL from the Embed Code section. Replace **YOUR\_SECRET\_HERE** with secret key. Enter this URL into **Web Client URL** setting.

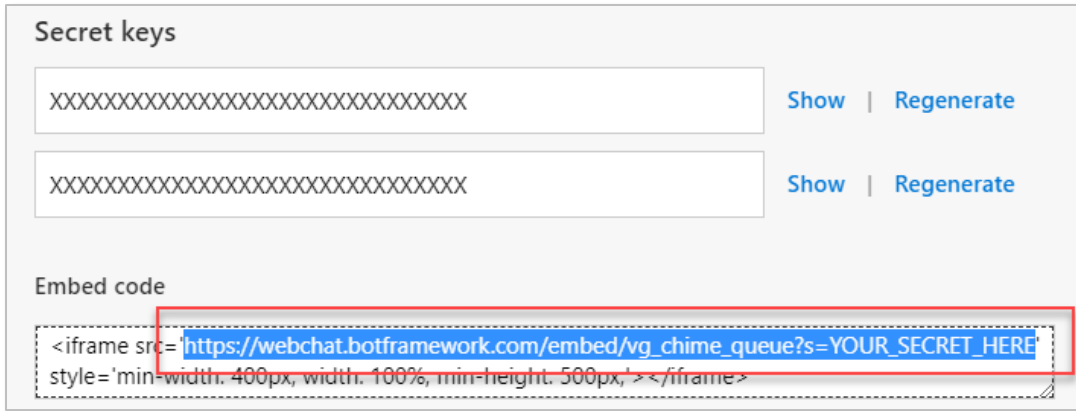



Figure 11: Get URL For Web Client

4. Navigate to  Configuration Configuration tab and grab values for:
  - MicrosoftAppId
  - MicrosoftAppPassword



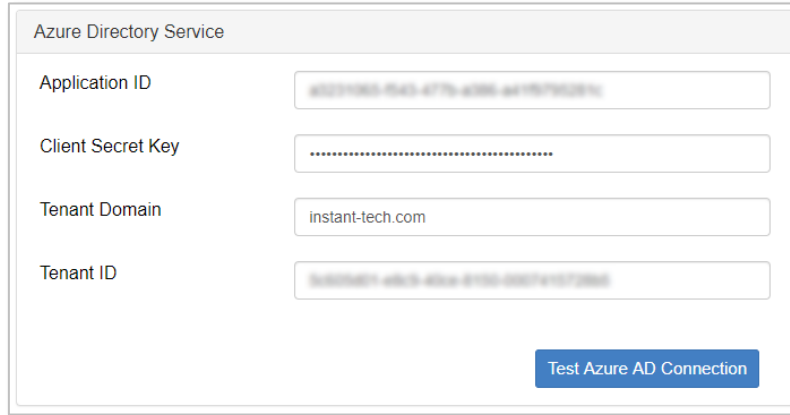
Name	Value
MicrosoftAppId	 284b732a-284a-4852-a4d7-b4d5a128d711
MicrosoftAppPassword	 Hidden value. Click show values button above to view

Figure 12: Configuration Panel

5. MicrosoftAppId maps to **Web Client App ID** and MicrosoftAppPassword maps to **Web Client App Password**.

## SPECIFY AZURE DIRECTORY SERVICE SETTINGS

Value for these settings were fetched when setting up **Chime Prerequisites**, section - **Configure Active Directory Authentication**. After specifying the values validate & save them.



Azure Directory Service

Application ID

Client Secret Key

Tenant Domain: instant-tech.com

Tenant ID

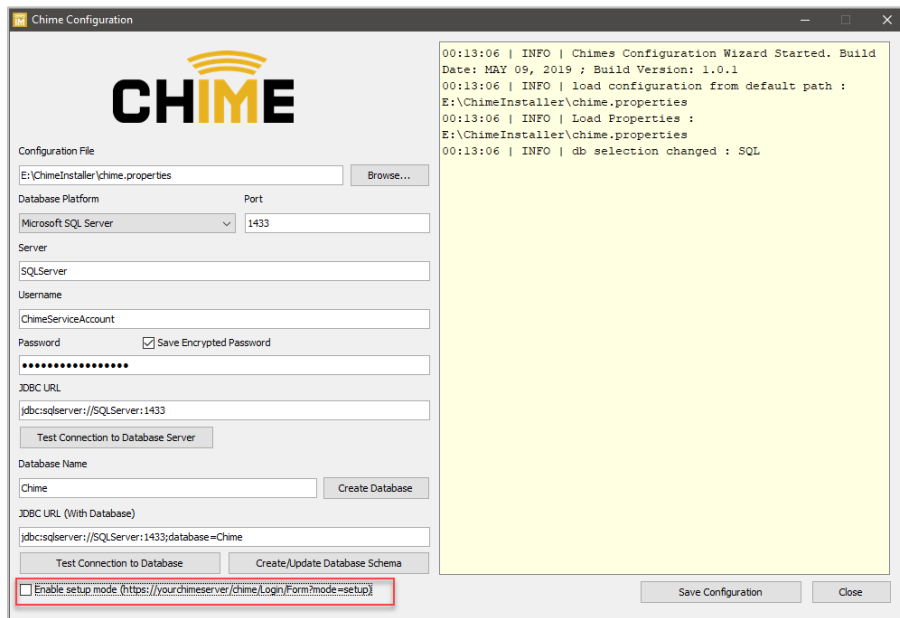
Test Azure AD Connection

Figure 13: Azure Directory Service Settings

## DISABLE SETUP MODE

After Admin settings have been specified, Chime instance will support OAuth flow for user authentication. At this point setup mode can be disabled. To disable setup mode:

1. Run Chime Configuration Utility
2. Uncheck the setting **Enable setup mode**
3. Save Configuration



Chime Configuration

**CHIME**

Configuration File: E:\ChimeInstaller\chime.properties

Database Platform: Microsoft SQL Server, Port: 1433

Server: SQLServer, Username, ChimeServiceAccount, Password (Save Encrypted Password checked)

JDBC URL: jdbc:sqlserver://SQLServer:1433

Test Connection to Database Server

Database Name: Chime, Create Database

JDBC URL (With Database): jdbc:sqlserver://SQLServer:1433;database=Chime

Test Connection to Database, Create/Update Database Schema

Enable setup mode (https://yourchimeserver/chime/LoginForm?mode=setup)

Save Configuration, Close

```
00:13:06 | INFO | Chimes Configuration Wizard Started. Build Date: MAY 09, 2019 ; Build Version: 1.0.1
00:13:06 | INFO | load configuration from default path : E:\ChimeInstaller\chime.properties
00:13:06 | INFO | Load Properties : E:\ChimeInstaller\chime.properties
00:13:06 | INFO | db selection changed : SQL
```

Figure 14: Chime Configuration Utility – Disable Setup

After saving settings **restart** Chime Tomcat service.