Symposium WebResponse Server

Installation and Integration Guide

Product release: 1.0
Document release: Standard 1.0
Date: June 1998

Printed in the United States of America

Publication history

June 1998

The Standard 1.0 release of the *Symposium WebResponse Server Installation and Integration Guide* is part of the final approved customer documentation for Product Release 1.0 of Symposium WebResponse Server.

This document is available in print form and also in .pdf file format on the CD-ROM which is supplied with Symposium WebResponse Server.

Contents

About this document

In this chapter

Overview

Introduction

Symposium WebResponse Server is part of the Nortel (Northern Telecom) suite of applications. The *Symposium WebResponse Server Installation and Integration Guide* provides instructions and information for installing, configuring, and using Release 1.0 of the Symposium WebResponse Server software.

Intended audience

Users of this guide

This guide is for system administrators and technical support personnel who are responsible for installing and configuring Symposium WebResponse Server.

It is assumed that the user has experience with computers, telephony products, databases, the Internet, Windows NT and Windows 95. Maintenance of this product is to be performed by qualified information systems personnel only.

Agents and supervisors using Symposium WebResponse Server should refer to the online help and tutorials provided with the Administration and Agent components of this product.

Conventions

Introduction

Conventions used in this guide have been established to help you learn how to use the program quickly and easily.

Sample conventions

Any information entered into the system, such as keys that you press or on-screen buttons and icons that you click with the mouse, are shown in bold as follows:

Type **d:\setup**, and press **Enter** or click **OK**.

Messages that are on-screen appear in a special font:

```
Are you sure?
```

Note: is a paragraph with additional information that will help you to understand the program and the relevant steps better.

ATTENTION
Boxed text contains additional information that is essential for successful completion of the relevant task.

Organization of this guide

Introduction

The *Symposium WebResponse Server Installation and Integration Guide* contains five chapters and an appendix. Each section is briefly described below.

Chapter 1 Getting started

Chapter 1 includes an introduction and description of Symposium WebResponse Server. It describes minimum system requirements for installing Symposium WebResponse Server.

Chapter 2 Installation

Chapter 2 includes a pre-installation checklist and instructions for installing Symposium WebResponse Server and Sybase Adaptive Server Enterprise.

Chapter 3 Configuring Symposium WebResponse Server

Chapter 3 describes how to run Symposium WebResponse Server, access online help and tutorials, create database labels, and create skillsets.

Chapter 4 Symposium WebResponse Server database

Chapter 4 provides a list of the Symposium WebResponse Server database tables and fields and describes how to share information with other databases.

Chapter 5 Database integration

Chapter 5 provides information on integrating external databases and softphone applications with Symposium WebResponse Server through Dynamic Data Exchange (DDE).

Appendix A Troubleshooting

Appendix A provides information about possible error conditions in Symposium WebResponse Server and how to respond to them.

Related documents

Introduction

The following documents may be useful sources of information when you are working with this guide:

- *MS-Windows User's Guide* (available from Microsoft Corporation)
- *Telephony User's Guide* (available from Microsoft Corporation)
- *Sybase System 11 Documentation* (available at http://sybooks.sybase.com/cgi-bin/nph-dynaweb)
- *Nortel Symposium Desktop TAPI Service Provider Implementation Planning Guide* and *User's Guide* (see your Nortel distributor for web page location)
- *Nortel Symposium Call Center Server* suite of documentation, available from Nortel

Chapter 1 Getting started

In this chapter

Overview

Introduction

Welcome to Nortel's Symposium WebResponse Server application, Release 1.0.

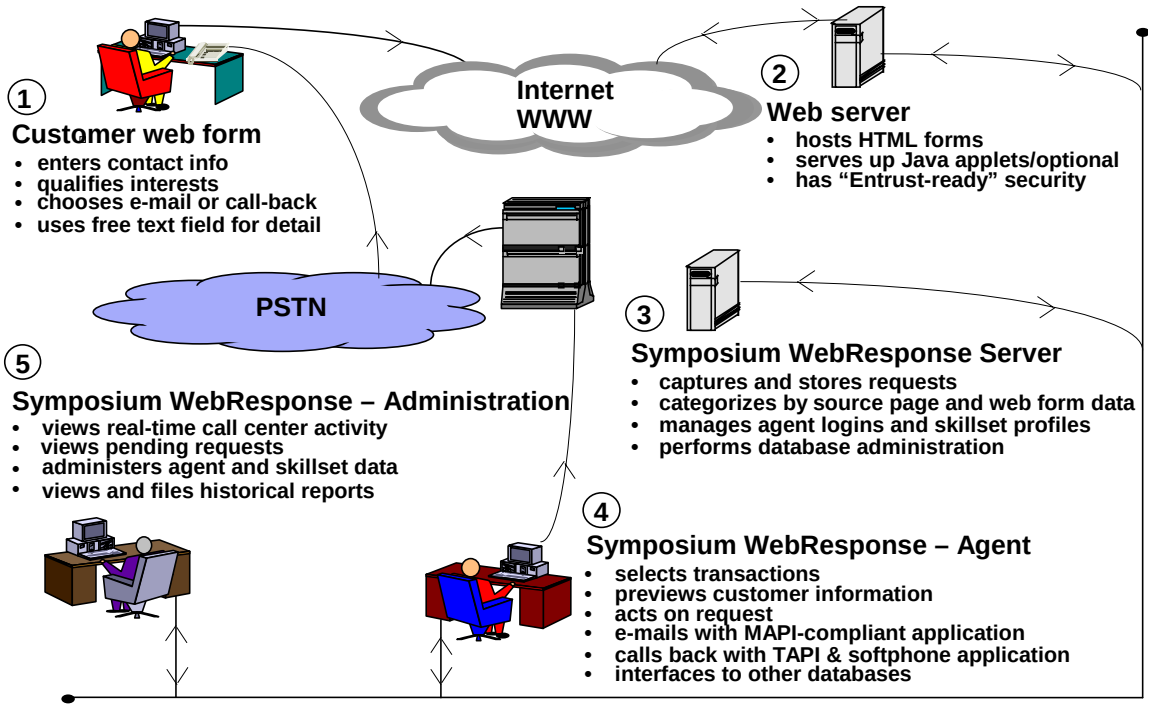
Symposium WebResponse Server is a client/server call center application that expands call center e-mail capabilities to allow agents to view, respond to, and track requests from the Internet. Unlike conventional e-mail requests to a single e-mail account, Symposium WebResponse Server not only lists all requests, but records all responses with the initial request. This allows the call center to control and measure the volume of traffic from the Internet. Supervisors and administrators can view both real-time displays of call center activities as well as run historical reports.

Symposium WebResponse Server includes four components:

- an agent component, installed on each agent's PC, that agents use to view and respond to requests from the web page
- an administrator component, installed on the database server or on a separate Windows NT or 95 workstation, that provides administrative and management capabilities
- a web component, set up on the web server, that receives the requests from a standard HTML form
- a database component (Sybase), installed on the database server, that tracks all call center activity

Symposium WebResponse Server administrators are generally responsible for configuring the database and web components. The following diagram provides a graphical representation of the flow of transactions when using Symposium WebResponse Server.

Symposium WebResponse Server



1 Customer web form

Customers send requests to the Internet call center by completing the web form created by the administrator.

2 Web server

Using either the Java or the HTML generator supplied with the web server, the administrator creates the web form that customers use, then customizes this form using any HTML editor or Java compiler. For more information, see the online help for Symposium WebResponse – Administration.

3 Symposium WebResponse Server

Symposium WebResponse Server uses a Sybase database to store all information required by the system. This includes customer data, agent information, and call statistics. The database must be populated after Symposium WebResponse Server is installed. For more information, see "Creating database labels" on page 33.

4 Symposium WebResponse – Agent

Agents access Internet-generated customer requests from Symposium WebResponse – Agent. Once they log on, agents can view all calls received for their designated skillsets, generate e-mail or telephone responses to customers, update customer transaction records, and check the real-time status of requests. For more information, see the online help and online tutorials included with Symposium WebResponse – Agent.

5 Symposium WebResponse – Administration

The Administration component is used to administer and manage the call center. The Administrator adds and configures users, defines skillsets and thresholds, runs reports, and views real-time information about call center activity. The Administrator also generates the web form and defines the interface for the Agent component. For more information, see the online help and online tutorials included with Symposium WebResponse – Administration.

System requirements

Introduction

The following list details the minimum system requirements to successfully run Symposium WebResponse Server. For information on Sybase, TAPI, and messaging systems, refer to the appropriate documentation.

Minimum agent computer hardware requirements

- Pentium 100 or greater personal computer
- 16 Mbytes of RAM
- 100 Mbytes of free disk space
- LAN connection
- 14 in. monitor with at least 640 x 480 resolution
- one of the following telephones may be required, if using some softphone applications: M2008, M2216, M2616; or MDT3110, MDT310, MDT3820
- MCA adapter or Communicator Card may be required, if using some softphone applications

Minimum agent computer software requirements

- Windows 95 or Windows NT 4.0
- TCP/IP protocol
- Sybase Open Client (supplied on CD-ROM)
- Microsoft ODBC Manager (supplied on CD-ROM)
- MAPI-compliant e-mail application (Microsoft Exchange 4.0 recommended)
- Symposium FastView or other softphone application, if required for your call center
- Microsoft TAPI 2.1, if using a softphone application
- Nortel TAPI Service Provider version 1.0, if using a softphone application

Minimum administrator computer hardware requirements

- Pentium 100 or greater personal computer
- 16 Mbytes of RAM
- 100 Mbytes of free disk space
- LAN connection
- 14 in. monitor with at least 640 x 480 resolution

Minimum administrator computer software requirements

- Windows 95 or Windows NT 4.0 with Service Pack 3.0
- TCP/IP protocol
- Sybase Open Client (supplied on CD-ROM)
- Microsoft ODBC Manager (supplied on CD-ROM)
- Java compiler (if using a Java applet)

Minimum web server hardware requirements

- Pentium 166 or greater personal computer
- 48 Mbytes of RAM
- 2 Gbytes of free disk space
- 14 in. monitor with at least 640 x 480 resolution
- LAN connection

Minimum web server software requirements

- Windows 95 or Windows NT 4.0
- TCP/IP protocol
- web browser (Microsoft Internet Explorer version 4.0 or Netscape Navigator version 4.0 recommended)
- web server, for example Microsoft Internet Information Server

Minimum database server hardware requirements

- Pentium 166 or greater personal computer
- 48 Mbytes of RAM
- 2 Gbytes of free disk space
- additional disk space will be required for database as information is added
- LAN connection
- 14 in. monitor with at least 640 x 480 resolution
- CD-ROM drive
- a modem is required if you are using pcANYWHERE32

Minimum database server software requirements

- Windows NT 4.0 with Service Pack 3.0
- TCP/IP protocol
- Sybase Adaptive Server Enterprise (Sybase version 11.5, supplied on CD-ROM)
- Microsoft ODBC drivers (supplied on CD-ROM)
- pcANYWHERE32 is required if your organization has purchased Nortel external support services.

Chapter 2 Installation

In this chapter

Overview

Introduction

This chapter gives you a pre-installation checklist and guides you through the installation of the Symposium WebResponse Server applications. Instructions for uninstalling Symposium WebResponse Server applications are included as well.

Pre-installation checklist

Introduction

Before installing Symposium WebResponse Server (SWRS), check that your system is set up according to the requirements listed in Chapter 1, “Getting started.”

Pre-installation checklist

- ☑ Refer to the README.TXT file on your Symposium WebResponse Server CD. This file contains information that was not available when this guide was printed. Read this information before installing Symposium WebResponse Server.
- ☑ Check that your system hardware and software meet the minimum requirements for use with Symposium WebResponse Server. For details, refer to “System Requirements” on page 5.
- ☑ Check that the Meridian 1 switch is programmed for use with the telephone using Symposium WebResponse Server
- ☑ Check that the TAPI Service Provider is installed and configured for use with Symposium WebResponse Server. For details, refer to your TAPI documentation.
- ☑ Check that TAPI and the softphone application, if required, are installed and operational. During installation, you will require the IP addresses of the database server and the web server. A vacant CGI and RT Server port are also required.
- ☑ Check that a MAPI-compliant E-mail application is installed on the agent desktops.
- ☑ Check that you have details of your DDE server if you are using the Dynamic Data Exchange features.

Installation overview

Introduction

You install Symposium WebResponse Server using the setup utilities on the CD. Each portion of Symposium WebResponse Server has an installation program and must be installed separately on the appropriate machine.

Note: Read the information in the README.TXT file on the Symposium WebResponse Server CD before installation.

Main installation procedures

These are the main procedures required to install Symposium WebResponse Server. Each procedure is described in detail later in this chapter.

1. Install the Sybase Adaptive Server Enterprise (Sybase 11.5) database on the database server machine. You must name the Symposium WebResponse Server database IRMSRV.
2. Install the Main Symposium WebResponse Server application to install Symposium WebResponse Server to the database server from the CD.
3. Install the Database Generator.
4. Generate the Sybase SQL Database by running the DB Generator.
5. Install the Real-Time Server on the database server.
6. Install the Web Server Socket on the Web Server.
7. Ensure that the Sybase Open Client and Microsoft ODBC drivers are installed on each agent's PC.
8. Install Symposium WebResponse – Administration from the server onto the server machine or separate Windows NT or 95 workstation.
9. Install Symposium WebResponse – Agent from the server onto an agent PC.

Note: If your organization has purchased Nortel external support services, install pcANYWHERE32 on the database server and connect a recommended modem to the database server. Consult your Nortel representative for information.

After installation is complete you are ready to configure the Symposium WebResponse Server software to reflect your call center's specific requirements. See Chapters 3, 4, and 5 for configuration information.

Installing Sybase Adaptive Server Enterprise

Introduction

To install Symposium WebResponse Server, you first install and configure the Sybase database and the Sybase Adaptive Server Enterprise (Sybase 11.5). The database application is included on your Symposium WebResponse Server CD. If you do not have the Sybase 11.5 database installed, you will not be able to install Symposium WebResponse Server.

You install Sybase Adaptive Server Enterprise (Sybase SQL Server database) using the Sybase installation program included on the Symposium WebResponse Server CD. This installation process supports only a fresh installation of Sybase Adaptive Server Enterprise with Symposium WebResponse Server as the only database.

Note: When configuring the database, the Symposium WebResponse Server setup procedure uses the **sa** account with no password. Do not change or remove the **sa** account.

To install Sybase Adaptive Server Enterprise

The following is a step-by-step guide to the database installation procedure. Except for the server name, you can accept the default settings.

1. Insert the SWRS CD into the CD-ROM drive.
2. Click the **Start** button 

on the Windows taskbar and select **Run**.
3. In the Open box in the Run dialog box, type **d:\sybase11_5\setup** where d: is the CD-ROM drive.
4. Click **OK**.
   The Sybase Installation Utility program guides you through the installation process. Follow the instructions on the screen.
5. On the Welcome screen, click **Next**.
6. On the Select Installation Type window, make sure Licensed Products is selected and then click **Next**.
7. On the Select Sybase Installation Directory window, type the drive and directory for the Sybase installation, for example **c:\Sybase**, then click **Next**.
8. On the Select Program Folder window, specify the program folder for your Sybase products, for example **Sybase**, then

click **Next**.

9 On the Product Selection window, make sure that Adaptive Server Enterprise, Sybase Central, Open Client, and ODBC Driver are checked, then click **Next**. Other products and components are optional but may prove useful if you have space on your disk drive.

10 On the Installation Summary window, confirm the installation settings and then click **Install**.

11 On the SQL.INI dialog box, make sure the Ignore for now option button is selected and click **OK**. (Changes to SQL.INI are part of the SWRS installation.)

12 On the Create an Adaptive Server dialog box, in Adaptive Server, type **IRMSRV**, then click **Create**.

> ***Important***
> SWRS works only when the server is named IRMSRV. If the Sybase installation is allowed to default to the machine name, SWRS will *not* work.

13 Check your watch. On a low-end server, the installation of the database may take up to 15 minutes. Be patient before you assume that the setup routine is not responding.

14 On the Installation Complete dialog box, select I will reboot my machine later, and then click Finish.

15 From the Services dialog box (Start>Settings>Control Panel>Services) set the Startup type to Automatic for:

Sybase SQLServer_IRMSRV
and
Sybase BCKServer_IRMSRV_BS

16 Reboot the database server and log back in to Windows NT using administrator privileges. Rebooting ensures that the required services are started before the database generation.

To start Sybase Adaptive Server

Sybase Adaptive Server must be running for a successful installation of Symposium WebResponse Server.

1. Click the **Start** button  on the Windows taskbar and select **Programs>Sybase>Sybase Central**. The IRMSRV database server should have started automatically when you rebooted. Check to make sure it did restart.

2. In Sybase Central, make sure that the status icon  next to IRMSRV is green. If the status icon is red, consult the Sybase Central online Help topic "To start Adaptive Server Enterprise". Note that the default User ID at this point is **sa** (use lower-case letters) and there is no password (leave blank).

3. Exit Sybase Central.

Installing the Main Installer

Introduction

The main (primary) installation performs the following actions:

- installs and configures the software files for the Database Server
- copies the secondary installers from the CD to the Database Server
- generates and distributes the initialization files for the Secondary Installer

During the installation you will need to know the:

- IP address of the web server
- IP address of the database server
- unused CGI port number of the database server (for example, 5005)
- unused Real-Time port number (RT) of the database server (for example, 9000)

Note: If you intend to use the Dynamic Data Exchange (DDE) feature of Symposium WebResponse – Agent, you need to know details of your DDE server application. See “DDE messages” on page 48 for more information.

To install Symposium WebResponse Server on the database server

1. Log in to the database server with Windows NT Administrator privileges.
2. Insert the Nortel Symposium WebResponse Server CD into the CD drive.
3. Click the **Start** button  on the Windows taskbar and select **Run**.
4. In the Open box in the Run dialog box, type **d:\setup** where d: is the CD-ROM drive, then click **OK**.
5. On the Welcome window, click **Next**.
6. On the Software License Agreement window, confirm that you accept the license by clicking **Yes**.
7. On the Installation Information window, review the text, then click **Next**.
8. On the Select Log Directory Location window, confirm the location, then click **Next**.
9. On the Select Components window, select **Install/Upgrade** and then click **Next**.
10. On the Choose Destinations Location window, click **Next**.

    By default the Primary Installation creates and places all files in the \Nortel directory on the c: drive. You can specify a different directory if required.
11. On the Select Program Folder window, click **Next**.
12. On the Connection Information dialog box, in the SWRS box, type the Symposium WebResponse Server IP address, CGI port number, and real-time (RT) port number. These should be separated by commas and no spaces.
13. In the Web box, type the IP address of the web server and then click **Next**.

    When installation is complete, a message indicating that the primary (Main) installation is complete will appear. Click **Finish.**

To edit the Agent configuration file for Dynamic Data Exchange applications

If you are using the Dynamic Data Exchange (DDE) feature of Symposium WebResponse – Agent you will save time by editing the master copy of the Agent initialization (INI) file now.

By editing the master copy now, the configuration will become part of each installation. In this way, you won't have to edit each agent's file individually.

1. Obtain the details of your DDE server. Refer to "DDE messages" on page 48 for more information.
2. On the database server, in the c:\Nortel\Agent\Agent Installer directory, open **IRMCLIENT.INI** in Notepad.

   ***Note**:* An unedited version of IRMCLIENT.INI is stored in c:\Nortel\INIFiles\.
3. Make the required changes to the DDE sections.
4. Save your changes and exit.

Installing the Database Generator

Introduction

Before you can create the Symposium WebResponse Server database, you must install the Database Generator on the database server.

To install the Symposium WebResponse Server Database Generator

1. Log in to the database server with Windows NT Administrator privileges if you have not already done so.
2. Click the **Start** button  on the Windows taskbar and select **Run**.
3. In the Open box in the Run dialog box, type (including the quotation marks) **"c:\nortel\database\DB installer\setup"** where C: is the hard drive.
4. Click **OK**.
5. The setup program guides you through the installation process. Follow the instructions on the screen.

   When installation is complete, a message indicating that the installation is complete will appear.

Generating the Symposium WebResponse Server database

Introduction

You must generate the database that will be used with Symposium WebResponse Server. This process uses the Database Generator and Sybase SQL Server.

Note: To check that the database has been created, a factory default user ID (usually sa) and password (usually blank) are required as you enter Database Central. The SWRS database generation scripts change the database user ID and password from the default to the following:

User ID: admin
Password: adminpwd

To generate the Symposium WebResponse Server database

1. If you have not already done so, start the Sybase SQL server by referring to the Sybase online help.

2. Click the **Start** button  on the Windows taskbar and select **Programs>Nortel>Symposium WebResponse DB Generator>Symposium WebResponse DB Generator**.

3. In the Symposium WebResponse – DB Generator dialog box, in the Sybase bin directory box, browse to your Sybase bin directory, for example **c:\sybase\bin**.

4. In the SQL Server Name box, make sure the name is **IRMSRV**.

5. Click **Continue**.

6. In the Choose Database Devices Physical Location dialog box, choose where you would like to store your data for Symposium WebResponse Server, usually **c:\Sybase\data**.

7. Click **Update**.

8. Click **OK** in the confirmation message box to continue.

9. In the Site details dialog box, in the Company name box, type the name of your company (for example Letronix Service).

10. In the Max number of clients dialog box, type the number of user licenses your company has purchased. You can find this number on a sticker on the back of the CD case.

    ***Note**:* Users include agents, supervisors, and administrators.

11. Click **Update** and then click **OK** to confirm the database insertion details.

12. In the Choose a Backup Physical Location dialog box, choose where you would like to store your backup data for Symposium WebResponse Server.

13. Click **Update** and then click **Yes** to confirm that you want to start the SQL scripts. The SQL Scripts screen shows the progress of the database generation scripts.

    Note: You must have Sybase SQL Server running before running the scripts.

14. Click **Yes** on the confirmation message box to continue. Wait while the database generates. This can take two or three minutes. Click **OK** when the script is finished.

Installing the Real-Time Server

Introduction

The Real-Time Server installation sets up an NT service on the database server. This service allows Symposium WebResponse Server to track agent and transaction activity in the call center and provides input for the real-time displays.

To install the Real-Time Server for Symposium WebResponse Server database

1. Log in to the database server with Windows NT Administrator privileges if you have not already done so.
2. Click the **Start** button  on the Windows taskbar and select **Run**.
3. In the Open box in the Run dialog box, type (including the quotation marks) **"c:\nortel\SWRS\RT Server – installer\setup"** where c: is the hard drive.
4. Click **OK**.
5. The setup program guides you through the installation process. Follow the instructions on the screen.
6. After the installation is complete, reboot your system in order to start this service.

Installing the Web Server Socket

Introduction

You must install the Web Server Socket on the web server. This allows the web server to communicate with the Symposium WebResponse Server database server.

To install the Web Server Socket for the Symposium WebResponse Server Database

1. Log in to the Web server with Windows NT Administrator privileges if you have not already done so.
2. If you have not already done so, create a directory and virtual directory on your web server with permissions to execute CGI scripts. (For example, for Internet Information Server, create the physical directory c:\inetpub\wwwroot\cgi and designate it as the virtual directory /cgi.)
3. From the web server, map the database machine and Nortel folder as a virtual drive.
4. Click the **Start** button  on the Windows taskbar and select **Run**.
5. In the Open box in the Run dialog box, type **f:\Nortel\Web\Installer\setup** where f: is the mapped drive.
6. Click **OK**.
7. Follow the instructions as the setup program guides you through the installation process. When prompted where to install the CGI script files, enter the destination folder that was discussed in Step 2.

   Note: The web socket initialization file, IRMWebServer.ini is copied into c:\WINNT\, not your CGI scripts folder.
8. Make sure your web page forms submit their posted data to SWRSS.EXE as in the following HTML excerpt:

```
<form action="/cgi/swrss.exe" method="POST">
```

Installing Open Client and the ODBC manager and drivers

Introduction

You must install Sybase Open Client and the ODBC manager and drivers before you can install Symposium WebResponse – Administration and Symposium WebResponse – Agent.

Note: If your administrator or agent component runs on the same machine as the database server, you can skip this procedure because the required components were installed during the database server setup.

To install Sybase Open Client and ODBC manager and drivers

Install Open Client and the Sybase ODBC manager and drivers using the Sybase installation program included on the Symposium WebResponse Server CD.

1. Insert the SWRS CD into the CD-ROM drive.
2. Click the **Start** button  on the Windows taskbar and select **Run**.
3. In the Open box in the Run dialog box, type **d:\sybase11_5\setup** where d: is the CD-ROM drive.
4. Click **OK**. The Sybase Installation Utility program guides you through the installation process.
5. On the Welcome screen, click **Next**.
6. On the Select Installation Type window, make sure Licensed Products is selected and then click **Next**.
7. On the Select Sybase Installation Directory window, type the drive and directory for the Sybase installation (for example, **c:\Sybase**) and click **Next**.
8. On the Select Program Folder window, specify the program folder for your Sybase products (for example, **Sybase**) and click **Next**.
9. On the Product Selection window, make sure Open Client and ODBC Driver are checked and click **Next**.
10. On the Installation Summary window, confirm the installation settings and then click **Install**.
11. When prompted to edit your autoexec.bat file, click **OK**.
12. In the SQL.INI dialog box, make sure the Ignore for now option button is selected and click **OK**. Changes to SQL.INI

are part of the SWRS installation.

13 When prompted, reboot the computer and log back in to Windows.

Installing Symposium WebResponse – Administration

Introduction

The next step is to install the Symposium WebResponse – Administration component. Once this is installed, you will be able to test the installation. Install this component on the administrator's PC from the database server where the primary install was done, because the Administration component uses initialization files that were generated during the primary installation. You can install the Administration component on the same machine that runs the database server or another PC.

Note: The administrator's PC must have Sybase Open Client and Microsoft ODBC Manager installed and configured before you begin installation.

To install Symposium WebResponse – Administration

1 Log in to the administrator's PC.

If the administrator's PC is different from the database server where the primary installation resides, you will need to map a drive on the administrator's PC to the database server machine.

2 Click the **Start** button  on the Windows taskbar and select **Run**.

3 In the Open box in the Run dialog box, type the following (including the quotation marks) **"c:\nortel\admin\admin installer\setup"** where c: is the hard drive of the database server machine, then click **OK**.

4 On the Welcome window, click **Next**.

5 On the Choose Destination Location window, confirm the destination folder and click **Next**.

6 On the Setup Type window, choose one of the setup options–**Typical, Compact,** or **Custom**, and click **Next** to allow the installation to proceed.

7 Wait for a message to appear that installation is complete. Click **Finish**.

8 Once this installation is complete, restart the administrator's computer. Restarting the computer ensures that all services are started.

9 Log on to the administrator's computer and check the Windows Programs menu to see that Symposium WebResponse Admin has been installed in the Nortel program group.

10 Refer to the online help topic Completing the setup of Symposium WebResponse Server to configure and customize your installation. Click **Start>Programs>Nortel>Symposium WebResponse Admin>Help Files**.

Installing Symposium WebResponse – Agent

Introduction

Each agent must have a copy of Symposium WebResponse – Agent installed on his or her PC. Before installing Symposium WebResponse – Agent, make sure you have completed these tasks:

- Ensure that the agent's PC has Sybase Open Client (supplied) and Microsoft ODBC Manager (supplied) installed and configured.
- Share the folder where the primary installation is installed.
- Map the database machine and Nortel folder as a virtual drive.
- If you are using Symposium WebResponse – Agent to pass data to a third-party application, you must edit the DDE information in IRMCLIENT.INI.

To install Symposium WebResponse – Agent

1. On the database server, from Windows Explorer, click the **Nortel** folder.
2. From the File menu, click **Properties**.
3. Click the **Sharing** tab.
4. On the Sharing property page, click **Shared As**.
5. Type **Nortel** in the Shared Name box.
6. Click **OK**.
7. Go to the agent's PC on which you want to install Symposium WebResponse – Agent.
8. On the agent's PC, map the database machine and Nortel folder as a virtual drive. See Windows online help for instructions on mapping drives.
9. Click the **Start** button 

on the Windows taskbar and click **Run**.
10. In the Open box, type (including the quotation marks) **"f:\ Agent\Agent installer\setup"** where f: is the mapped drive and then click **OK**.
11. On the Welcome window, click **Next**.
12. On the Choose Destination Location window, confirm the destination folder and click **Next**.
13. On the Setup Type window, choose one of the setup options, **Typical, Compact,** or **Custom**, then click **Next** to allow the installation to proceed.
14. Wait for a message to appear that installation is complete. Click **Finish**.
15. Check the Windows Program menu to see that Symposium WebResponse – Agent has been installed in the Nortel Program group.
16. Refer to Chapter 3, "Configuring Symposium WebResponse Server" and then the online help for instructions on logging in and adding users and skillsets.

Uninstalling Symposium WebResponse Server

Introduction

To remove Symposium WebResponse Server, you can use the Uninstall programs available in the Control Panel. The uninstall will not remove the Sybase database.

To uninstall Symposium WebResponse – Administration

1. From the Control panel, double-click the **Add/Remove Programs** icon.
2. On the Install/Uninstall property page, from the list of installed software click **Symposium WebResponse Admin**.
3. Click **Add/Remove…**.
4. Click **Yes** to confirm deletion.
5. Click **No** to any question(s) prompting you to Remove Shared Files or Services. (Leave shared files on the computer.)
6. Click **OK** to exit from the Install/Uninstall property page.
7. Click **OK**.

To uninstall Symposium WebResponse – Agent

1. From the Control panel, double-click the **Add/Remove Program** icon.
2. On the Install/Uninstall property page, from the list of installed software, click **Symposium WebResponse Agent**.
3. Click **Add/Remove…**.
4. Click **Yes** to confirm deletion.
5. Click **No** to questions prompting your to Removed Shared Files or Services. (Leave shared files on the computer.)
6. Click **OK** to exit from the Install/Uninstall property page.
7. Click **OK**.

Chapter 3 Configuring Symposium WebResponse Server

In this chapter

Overview

Introduction

Once you have installed the Symposium WebResponse Server and have installed Symposium WebResponse – Agent on one agent PC, you are ready to configure Symposium WebResponse Server using the Administration component.

Main configuration procedures

These are the main configuration procedures. Each procedure is described in detail later in this chapter.

- Log in to Administration to start configuration.

  Note: After logging in and before continuing with these procedures, review the online tutorials for Symposium WebResponse – Administration.

- Create labels for the database fields so that you can generate the web form

- Create skillsets so that you can define agent profiles.

For information on how to change these settings as well as how to add and configure users, refer to the online help.

Logging in to Symposium WebResponse – Administration

Introduction

To access online help and online tutorials you must first log in to Symposium WebResponse – Administration.

To log in to Symposium WebResponse – Administration

1 Click the **Start** button  on the Windows taskbar and select **Programs>Nortel>Symposium WebResponse Admin> Symposium WebResponse Admin**.

2 In the Symposium WebResponse Agent login window, in the User ID box, type **sysadmin**. This is your system administrator user ID.

3 In the Password box, type **nortel**. This is your default system administrator password.

4 In the Access Class box, select **Administrator**.

5 Click **OK**. The Symposium WebResponse – Administration window appears.

Accessing online help and online tutorials

Introduction

Once you log in to either Symposium WebResponse – Administration or Symposium WebResponse – Agent, you have access to two types of help:

- online help
- online tutorials

Online help provides both reference and procedural information for the windows, boxes and buttons in the application as well as step-by-step instructions on how to perform various procedures.

Online tutorials supply a new user with sample situations and visually demonstrate how to accomplish many tasks using the software. Online tutorials are modular, allowing a user to view small chunks of information in a session and then practice their new skills.

To access online help

To access online help, you can do one of the following:

- From the Help menu in Symposium WebResponse – Administration, click **Help Topics**. The Help Contents Tab appears. You can select any book or page.

or

- From any window, click the **Help** button or Help icon.

  An index of help topics appears.

To access online tutorials

To access online tutorials:

- From the Help menu in Symposium WebResponse Server, click **Tutorials**.

  A list of tutorials appears. Double-click any tutorial topic.

Creating database labels

Introduction

Before you can begin to add users or generate the web form to be used by customers, you must define the labels that appear in the WebResponse Server database. This process sets up the database labels that appear in the Symposium WebResponse – Agent windows and also affects the web form you generate for your customers to complete.

To get started using Symposium WebResponse Server without defining the database labels, you can simply open the Label Administration window and accept the defaults that are set by the system. You can then change the labels after you have looked at the system and determined your site's requirements.

To create database labels

Once installation is complete and you have restarted your server, follow these steps to create database labels:

1. While logged on to the Administrator program, click the plus sign (**+**) beside Symposium WebResponse Server.
2. Click the plus sign (**+**) beside Database Administration.
3. Double-click **Labels**.
4. Click **Exit**.

This generates the default labels or field names for all fields in the Symposium WebResponse Server database. You can change these labels once you determine how you would like them to appear on your agents' screens and on your web site.

Adding skillsets

Overview

You add skillsets to the database before you generate the web form. A skillset identifies the type of information requested by the customer on the web form. All requests to the web form are sorted by skillset.

When you add agents to the database, you will assign each agent to one or more skillset. The process of customers categorizing their request by skillset and agents being assigned to certain skillsets means that transactions are sorted and assigned to agents with the appropriate skillset.

To add skillsets

Once installation is complete and you have restarted your server and created your database labels, follow these steps to add agent skillsets.

1. While logged on to the Administrator program, click the plus sign (**+**) beside Symposium WebResponse Server.
2. Click the plus sign (**+**) beside System Administration.
3. Double-click **Skillsets**.
4. Click the **Add** button.
5. In the Name box, type the name of the skillset you wish to add (for example, Hardware).
6. In the Web description box, type the skillset description that customers will see and choose when completing the Web form (for example, Hardware problem).

   Note: You can change the skillsets you create, and you can edit the Description field.
7. Click **Exit** when you finish adding your skillsets.
8. To log off Symposium WebResponse – Administration, from the File menu, click **Exit**.

Chapter 4 Symposium WebResponse Server database

In this chapter

Database tables

Overview

A Sybase database forms the heart of Symposium WebResponse Server. All data relating to transactions, agents, responses, and customers is stored in the database and updated appropriately. The name for the WebResponse Server database is **IRMSRV**.

Using Symposium WebResponse Server's data exchange feature, you may wish to move information from the Symposium WebResponse Server database to other legacy databases. As well, using Crystal Reports, you can create custom reports using the data stored in the database.

List of tables

Listed below are the 12 tables that form the Symposium WebResponse Server database.

- user_details table, which contains the profile for every administrator, supervisor and agent
- site_details table, which contains information about the site where Symposium WebResponse Server is installed
- trans table, which contains information about all open and pending transactions, including transactions received on the Web form
- history_trans table, which contains all closed transactions and their responses. Fields in this table match those in the trans table
- response table, which contains every response to a given transaction including a date and time stamp and agent ID
- history_response table, which contains all closed responses. Fields in this table match those in the response table
- customer table, which contains a unique ID and customer information for those customers who are added to the database
- label table, which contains a list of text strings for all fields that appear in the user interface
- skillset table, which contains a profile of each skillset
- agent_skillset_mapping table, which contains list of which agents are assigned to which skillsets
- skillset_statistics table, which contains the list of current statistics and their thresholds
- call_barring table, which contains a list of all customers who have been barred

Tables and fields

Overview

Using the Symposium WebResponse Server data exchange function, you can share data between the Symposium WebResponse Server database and another database (for example, your customer information database). To do this type of sharing, you need to know the fields in the Symposium Web Server database so that you can link them. The tables and their fields are listed below.

Table **Field**

agent_skillset_mapping

Name	Type
agent_id	numeric(12)
agent_skillset_mapping	numeric(12)
display_enabled	int
skillset_id	numeric(12)

call_barring

Name	Type
b_agent_id	numeric(12)
b_alt_contact	varchar(50)
b_caller_id	numeric(12)
b_contract_code	varchar(50)
b_cust_fax_Intl	varchar(50)
b_cust_fax_na	varchar(50)
b_cust_name	varchar(40)
b_cust_phone_intl	varchar(50)
b_cust_phone_na	varchar(50)
b_customer_id	numeric(12)
b_e_mail	varchar(50)
b_expiry_date	datetime
b_internet_phone_id	varchar(50)
b_site_id	varchar(50)

customer

Name	Type
alt_contact	varchar(50)
contact_name	varchar(50)
contract_code	varchar(50)

cust_address1	varchar(50)
cust_address2	varchar(50)
cust_address3	varchar(50)
cust_address4	varchar(50)
cust_address5	varchar(50)
cust_classification	archar(50)
cust_email	varchar(50)
cust_fax_intl	varchar(50)
cust_fax_na	varchar(50)
cust_internet_phone_id	varchar(50)
cust_name	varchar(50)
cust_phone_intl	vrchar(50)
cust_phone_na	varchar(50)
cust_postal_zip_code	varchar(50)
customer_id	numeric(12)
site_id	varchar(50)

history_response

Name	Type
h_agent_comment	varchar(200)
h_agent_id	numeric(12)
h_attachment_location	varchar(100)
h_callback_status	varchar(50)
h_email_template_location	varchar(100)
h_fax_template_location	varchar(100)
h_history_response_id	numeric(12)
h_number_used	varchar(20)
h_resp_free_field1	varchar(100)
h_resp_free_field2	varchar(100)
h_resp_free_field3	varchar(100)
h_resp_free_field4	varchar(100)
h_resp_free_field5	varchar(100)
h_resp_free_field6	varchar(100)
h_response_attempt_no	int
h_response_date	datetime
h_response_method	varchar(20)
h_response_number	numeric(12)
h_response_text	varchar(200)

h_response_text2	varchar(250)
h_response_time	datetime
h_time_allocated	numeric(12)
h_transaction_no	numeric(12)

history_trans

Name	Type
h_agent_id	numeric(12)
h_alt_contact	varchar(50)
h_arrival_time	datetime
h_callback_date	datetime
h_callback_time	varchar(50)
h_contact_method	varchar(20)
h_contract_no	varchar(50)
h_customer_id	numeric(12)
h_free_field1	varchar(100)
h_free_field10	varchar(100)
h_free_field11	varchar(100)
h_free_field12	varchar(100)
h_free_field13	varchar(100)
h_free_field14	varchar(100)
h_free_field15	varchar(100)
h_free_field16	varchar(100)
h_free_field17	varchar(100)
h_free_field18	varchar(100)
h_free_field19	varchar(100)
h_free_field2	varchar(100)
h_free_field20	varchar(100)
h_free_field3	varchar(100)
h_free_field4	varchar(100)
h_free_field5	varchar(100)
h_free_field6	varchar(100)
h_free_field7	varchar(100)
h_free_field8	varchar(100)
h_free_field9	varchar(100)
h_internet_phone_id	varchar(50)
h_objective	text
h_pref_callback_media	varchar(50)

h_pref_intl_type	varchar(20)
h_prev_contact	varchar(50)
h_skillset_id	numeric(12)
h_trans_address1	varchar(50)
h_trans_address2	varchar(50)
h_trans_address3	varchar(50)
h_trans_address4	varchar(50)
h_trans_address5	varchar(50)
h_trans_cust_name	varchar(40)
h_trans_e_mail	varchar(50)
h_trans_fax_intl	varchar(50)
h_trans_fax_na	varchar(50)
h_trans_phone_intl	varchar(50)
h_trans_phone_na	varchar(50)
h_trans_source	varchar(20)
h_trans_status	varchar(20)
h_trans_timestamp	timestamp
h_trans_type	varchar(40)
h_transaction_no	numeric(12)
history_no	numeric(12)

label

Name	Type
agent_dn	varchar(50)
agent_fax	varchar(50)
agent_id	varchar(50)
agent_name	varchar(50)
agent_pass	varchar(50)
agent_status	varchar(50)
alt_contact	varchar(50)
arrival_time	varchar(50)
callback_date	varchar(50)
comm_contact_name	varchar(50)
comm_cust_name	varchar(50)
comm_email	varchar(50)
comm_email_temp	varchar(50)
comm_fax_intl	varchar(50)
comm_fax_na	varchar(50)

comm_fax_temp	varchar(50)
comm_free_field1	varchar(50)
comm_free_field2	varchar(50)
comm_free_field3	varchar(50)
comm_free_field4	varchar(50)
comm_free_field5	varchar(50)
comm_free_field6	varchar(50)
comm_phone_intl	varchar(50)
comm_phone_na	varchar(50)
comm_pref_intl	varchar(50)
comm_pref_media	varchar(50)
comm_resp_id	varchar(50)
comm_trans_id	varchar(50)
contract_no	varchar(50)
cust_address1	varchar(50)
cust_address2	varchar(50)
cust_address3	varchar(50)
cust_address4	varchar(50)
cust_address5	varchar(50)
cust_alt_contact	varchar(50)
cust_classification	varchar(50)
cust_contact_name	varchar(50)
cust_contract_code	varchar(50)
cust_email	varchar(50)
cust_fax_intl	varchar(50)
cust_fax_na	varchar(50)
cust_free_field1	varchar(50)
cust_free_field2	varchar(50)
cust_free_field3	varchar(50)
cust_phone_intl	varchar(50)
cust_phone_na	varchar(50)
cust_postal_zip_code	varchar(50)
cust_search	varchar(50)
cust_site_id	varchar(50)
customer_id	varchar(50)
free_field1	varchar(50)
free_field10	varchar(50)
free_field11	varchar(50)

free_field12	varchar(50)
free_field13	varchar(50)
free_field14	varchar(50)
free_field15	varchar(50)
free_field16	varchar(50)
free_field17	varchar(50)
free_field18	varchar(50)
free_field19	varchar(50)
free_field2	varchar(50)
free_field20	varchar(50)
free_field3	varchar(50)
free_field4	varchar(50)
free_field5	varchar(50)
free_field6	varchar(50)
free_field7	varchar(50)
free_field8	varchar(50)
free_field9	varchar(50)
get_tran_id	varchar(50)
get_tran_status	varchar(50)
internet_phone_id	varchar(50)
label_profile	numeric(12)
objective	varchar(50)
pref_callback_media	varchar(50)
pref_intl_type	varchar(50)
prev_contact	varchar(50)
resp_agent	varchar(50)
resp_agent_comment	varchar(50)
resp_attachment_location	varchar(50)
resp_attempt_no	varchar(50)
resp_callback_status	varchar(50)
resp_date	varchar(50)
resp_free_field1	varchar(50)
resp_free_field2	varchar(50)
resp_free_field3	varchar(50)
resp_free_field4	varchar(50)
resp_free_field5	varchar(50)
resp_free_field6	varchar(50)
resp_method	varchar(50)

resp_number	varchar(50)
resp_number_used	varchar(50)
resp_query_num	varchar(50)
resp_template	varchar(50)
resp_text	varchar(50)
resp_time	varchar(50)
resp_time_worked	varchar(50)
resp_tran_id	varchar(50)
skillset_id	varchar(50)
trans_address1	varchar(50)
trans_address2	varchar(50)
trans_address3	varchar(50)
trans_address4	varchar(50)
trans_address5	varchar(50)
trans_callback_heading	varchar(50)
trans_callback_time	varchar(50)
trans_cookie_id	varchar(50)
trans_cust_name	varchar(50)
trans_e_mail	varchar(50)
trans_email_radio	varchar(50)
trans_fax_intl	varchar(50)
trans_fax_na	varchar(50)
trans_fax_radio	varchar(50)
trans_intl_radio	varchar(50)
trans_location_heading	varchar(50)
trans_na_radio	varchar(50)
trans_owner	varchar(50)
trans_phone_intl	varchar(50)
trans_phone_na	varchar(50)
trans_source	varchar(50)
trans_status	varchar(50)
trans_tcpip_address	varchar(50)
trans_telephone_radio	varchar(50)
trans_timestamp	varchar(50)
trans_type	varchar(50)
transaction_no	varchar(50)

response

Name	Type
agent_comment	varchar(200)
agent_id	numeric(12)
attachment_location	varchar(100)
callback_media	varchar(20)
callback_status	varchar(50)
email_template_location	varchar(100)
fax_template_location	varchar(100)
number_used	varchar(20)
resp_free_field1	varchar(50)
resp_free_field2	varchar(50)
resp_free_field3	varchar(50)
resp_free_field4	varchar(50)
resp_free_field5	varchar(50)
resp_free_field6	varchar(50)
resp_free_field7	varchar(50)
resp_free_field8	varchar(50)
response_attempt_no	int
response_date	datetime
response_method	varchar(20)
response_number	numeric(12)
response_text	varchar(200)
response_text2	text
time_allocated	numeric(6)
transaction_no	numeric(12)

site_details

Name	Type
admin_pass	varchar(10)
company_name	varchar(20)
current_logged_on	int
features_enabled	int
max_no_clients	int
site_id	varchar(10)

skillset

Name	Type
parent_skillset_id	numeric(12)
skillset_id	numeric(12)

skillset_name	varchar(50)
skillset_threshold	numeric(5)
web_description	varchar(50)

skillset_statistics

Name	Type
agents_available_threshold	int
agents_available_value	int
agents_in_service_threshold	int
agents_in_service_value	int
average_handle_time_threshold	int
average_handle_time_value	int
longest_waiting_time_threshold	int
longest_waiting_time_value	int
new_calls_waiting_threshold	int
new_calls_waiting_value	int
open_calls_waiting_threshold	int
open_calls_waiting_value	int
pending_calls_waiting_threshol	int
pending_calls_waiting_value	int
skillset_id	numeric(12)

trans

Name	Type
agent_id	numeric(12)
alt_contact	varchar(50)
arrival_time	datetime
callback_date	datetime
contract_no	varchar(50)
customer_id	numeric(12)
free_field1	varchar(100)
free_field10	varchar(100)
free_field11	varchar(100)
free_field12	varchar(100)
free_field13	varchar(100)
free_field14	varchar(100)
free_field15	varchar(100)
free_field16	varchar(100)
free_field17	varchar(100)

free_field18	varchar(100)
free_field19	varchar(100)
free_field2	varchar(100)
free_field20	varchar(100)
free_field3	varchar(100)
free_field4	varchar(100)
free_field5	varchar(100)
free_field6	varchar(100)
free_field7	varchar(100)
free_field8	varchar(100)
free_field9	varchar(100)
internet_phone_id	varchar(50)
objective	text
open_duration	numeric(18)
open_time	datetime
pref_callback_media	varchar(50)
pref_intl_type	varchar(20)
prev_contact	varchar(50)
skillset_id	numeric(12)
trans_address1	varchar(50)
trans_address2	varchar(50)
trans_address3	varchar(50)
trans_address4	varchar(50)
trans_address5	varchar(50)
trans_callback_time	varchar(50)
trans_cust_name	varchar(40)
trans_e_mail	varchar(50)
trans_fax_intl	varchar(50)
trans_fax_na	varchar(50)
trans_phone_intl	varchar(50)
trans_phone_na	varchar(50)

Chapter 5 Database integration

In this chapter

DDE messages

Overview

Symposium WebResponse – Agent allows you to integrate external database applications and softphone utilities (such as Fastview). This integration is done by using Dynamic Data Exchange (DDE), a feature of the Windows platform.

For instance, your external application can take the customer's name from the agent's screen and use it to search your own database for further details about the customer. You can display the database details in a separate window.

Likewise, SWRS uses DDE to pass a telephone number to a softphone application.

This chapter provides reference information that will allow database integrators to capture the data sent from the agent's desktop.

Dynamic Data Exchange roles

The Symposium WebResponse – Agent is a DDE client. The external database application is the DDE server.

When an agent clicks the Communicate Customer Info  button, Symposium WebResponse – Agent initiates a DDE conversation. The application sends the value in the Customer Name field (customer.cust_name) to the DDE server.

An external application can use the Customer Name to search its own database for details about the customer, and present additional information to the agent in a separate window.

To customize IRMCLIENT.INI for DDE use

On the Agent client machine, the name of the DDE server is stored in C:\Windows\IRMCLIENT.INI or C:\Winnt\IRMCLIENT.INI. Although you can edit each file individually, it is more efficient to edit and test the master version of the INI file before doing each Symposium WebResponse – Agent setup.

Here is an excerpt from the default initialization file, followed by an explanation of the DDE parameters:

```
[Customer DDE Link]
CustLinkTopic=Source|Form1
CustLinkItem=Text1
[Transaction DDE Link]
TransLinkTopic=Source|Form1
TransLinkItem=Text2
[SoftPhone DDE Link]
SoftPhoneApplication=C:\Fastview\bin\Jit_mast
SoftPhoneLinkTopic=CallServ|MakeCall
```

`[Customer DDE Link]` – Points the client to the area of the INI file that contains the parameters for the DDE link for customer details. This line is used internally within SWRS and must not change.

`CustLinkTopic=Source|Form1` – Source is the name of the server application, for example, Excel. Form1 (after the pipe symbol) is the name of the link topic, in this case a Visual Basic form. You must replace Source and Form1 to reflect your link topic.

`CustLinkItem=Text1` – Text1 is the name of the control (for example, a text box) that is the item of the DDE conversation. You must replace Text1 with the name of your link item.

`[Transaction DDE Link]` – Points the client to the area of the INI file that contains the parameters for the DDE link that takes place when the transaction is closed. Do not change this line as it is used internally by Symposium WebResponse Server.

`TransLinkTopic=Source|Form1` – Source is the name of the server application (for example, Excel). Form1 (after the pipe symbol) is the name of the link topic, in this case a Visual Basic form. You must replace Source and Form1 to reflect your link topic.

`TransLinkItem=Text2` – Text2 is the name of the control (for example, a text box) that is the item of the DDE

conversation. This item receives the Transaction ID when the SWRS transaction is closed. You must replace Text2 with the name of your link item.

`[SoftPhone DDE Link]` – Points Symposium WebResponse Server to the area of the INI file that contains the parameters for the DDE link for the softphone utility such as FastView. This line is used internally within Symposium WebResponse Server and must not change.

`SoftPhoneApplication=C:\Fastview\bin\jit_mast` – Identifies the location and filename of the softphone utility that Symposium WebResponse Server should launch.

`SoftPhoneLinkTopic=CallServ|MakeCall` – Callserv specifies the name of the DDE server application. MakeCall specifies the link item in the softphone application's that receives the telephone number to dial.

Appendix A Troubleshooting

Introduction

This appendix provides information about possible error conditions that may occur during installation of Symposium WebResponse Server and how to respond to them.

Problem 1: Removing an incomplete database installation

I had hardware problems while installing the SWRS database and had to stop the setup. How do I remove the database and start the installation over?

If you started to install the Symposium WebResponse Server database but didn't finish the installation, you should delete whatever was installed and then start database setup again. Usually, you don't need to remove the entire Sybase application. The following instructions explain how to delete the incomplete database installation.

To delete the database

You can delete the Symposium WebResponse Server database using Sybase SQL Advantage.

1. Using the Services utility (Settings>Control Panel>Services), stop the SWRSRTServer and SWRS_CGI services if they are running.

2. Open Sybase Central and run the SQL Advantage utility.

3. In SQL Advantage, from the Server menu, click **Connect**.

4. Connect to the server IRMSRV using the login name **admin** and the password **adminpwd**.

5. In the Session text area, type the following command. Then, from the Query menu, click **Execute Query**:

   ```
   use master
   ```

   Caution – Risk of data loss

   The following step will destroy data. The data cannot be recovered.

6. In the Session text area, type the following command. Then, from the Query menu, click **Execute Query**:

   ```
   drop database IRM_LITE
   ```

To restore the default administration account

Before attempting another installation, you must reset the administration account to the default (sa).

1 Type the following command and execute the query:

```
sp_locklogin sa,unlock
```

2 Type the following command and execute the query:

```
sp_role "grant", sso_role,sa
```

To remove all logins

The installation program may have set up default logins that need to be removed.

1 Remove all Symposium WebResponse Server logins. Type the following commands in SQL Advantage and execute the query:

```
sp_droplogin integrator
go
sp_droplogin webinsert
go
sp_droplogin supervisor
go
```

2 Disconnect from the server by clicking **Server>Disconnect**.

3 Connect to the server and login to IRMSRV using the sa account with no password.

4 Delete the remaining logins by typing the following commands, and execute the query:

```
sp_droplogin admin
go
sp_droplogin rtdisplay
go
sp_droplogin agent
go
```

5 Delete the SWRS database devices by typing the following commands, and execute the query:

```
sp_dropdevice logdev
go
sp_dropdevice datadev
go
```

6 Exit SQL Advantage.

To shut down the SQL server

Before you can gain permission to remove a database file from your hard disk drive, you need to shut down the SQL server.

1. In Sybase Central, click **IRMSRV**.
2. If necessary, log in using the login ID sa with no password.
3. From the File menu, click **Stop**.
4. If necessary, confirm that you want to stop the installation.
5. Exit Sybase Central.

To delete the database files

The last step is to actually delete the database files from your hard disk drive.

- With the databases shut down, delete the following files in the directories (for example c:\Sybase\data\) that you specified during setup:

  SWRS_datadev.dat
  SWRS_logdev.dat
  and associated backup files

Problem 2: Run doesn't launch some setup routines

Some of the setup programs failed to launch when I used the, Start button and Run dialog box even though I typed the text correctly in the Open box. I had to browse to run the setup files.

Make sure that you have typed a double quotation mark (") before and after the drive:\path\filename text. Some folder names include spaces and therefore must be wrapped in quotation marks.

Problem 3: The web form is nearly empty

I ran the HTML Generator but the form fields are missing in the HTML file.

Make sure that you run the Labels utility before trying to generate HTML or Java code. The Labels utility sets up the default database labels.

Symposium WebResponse Server
Installation and Integration Guide

Toronto Information Products
Nortel
522 University Avenue, 14th Floor
Toronto, Ontario, Canada
M5G 1W7

P0 882630
Product release: 1.0
Document issue: Standard 1.0
Date: June 1998
Printed in the United States of America