



INSTALLATION GUIDE



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 - 2021 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
Hardware Recommendations 3
Required Accounts 4
SLACK OAUTH TOKEN
Chime Database Admin Account 4
Chime Database Service Account 4
Dispatcher Bots 4
Install & Configuration Process
Chime Setup Wizard 6
Chime Service
Chime Database Configuration
Post Install Configuration
Specify General Settings 10
Specify Slack Directory Service Settings 10
Specify Slack OAUTH Service Settings 11
Add Users with Admin & Export Role 11
Disable Setup Mode TO PREVENT UNAUTHORIZED ACCESS

CHIME INSTALLATION GUIDE

SYSTEM REQUIREMENTS

- 64-bit Windows Server[®]: 2008 R2, 2012, 2012 R2, 2016, 2019
- RedHat/Fedora/Ubuntu Linux 2018 release
- Microsoft SQL Server[®]. The application supports full SQL Server[®] or SQL Express Edition[®]
- IBM DB2
- Oracle MySQL
- Configured Slack bot registration for API access (refer Chime Prerequisites)
- 1+ Slack Bot registered bots per queue
- Slack subscription

HARDWARE RECOMMENDATIONS

The following are the recommended hardware configurations for Chime

# of Queues	# of Agents	RAM	Processor	Data Storage	DB Size
1 to 5	10	8 GB	Dual Core	100 GB	1 GB
5 to 20	10 to 30	12 GB	Quad Core	200 GB	2 GB
20 +	30 +	16 GB	Quad Core	200 GB	3 GB

It is recommended to have a dedicated VM instance for Database server.

Additional Information

- 1 SSL Certificate
- Publicly available hostname/IP address for Chime instance
- WebSphere Support: WebSphere 9 with JDK 8
- Tomcat Support: Apache Tomcat 8 or above with JDK 8 or above

Hostname and Firewalls

The Chime server will need to have a publicly addressable DNS hostname and public IP address in order for Slack Cloud Service to be able to deliver chat messages to the Chime server. Additionally, it will be necessary to allow incoming traffic on port 443 (HTTPS).

SSL Certificate

To set up a Chime, you will need to acquire an SSL certificate. This certificate will be installed on the same server that the Chime instance will be deployed on. Without this certificate installed, no users will be able to authenticate into the web app. Self-signed certificates won't work, Certificates should be from a valid SSL issuing authority like: GoDaddy, Thawte, Symantec etc... The certificate must have a Subject and Subject Alternate Name which matches the public hostname of the Chime application server, as will be configured for the Reply URL in the Slack Application Registration.

REQUIRED ACCOUNTS

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

SLACK OAUTH TOKEN

OAuth token is used to authenticate users accessing Chime, and to perform directory lookups when adding users to Chime.

Client ID:

Client Secret: _____

OAuth Token: _____

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

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

INSTALL & CONFIGURATION PROCESS

The install procedure for Chime Slack is as follows:

- 1. Run Chime installer
- 2. Run Configuration utility to provide database connectivity details
- 3. Start Chime Tomcat service and configure administrators, agents and queues
- 4. Post configuration: Run Configuration utility to verify that setup mode has been disabled to prevent unauthorized access
- 5. Restart Chime Tomcat Service

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 Slack Installer

2. Specify the install location for your Chime instance.



Figure 2: Chime for Slack 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.

😼 Chone Setup 🗶	S Choree Series X
Installation Progress	
	CHIME
Extracting Res Non-archive	OTIME
	Onne has been auccessfully estated.
Installing Chose	
	Oter

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:

Q Services		- 8	×
File Action View Help			
++ (m) 🖾 🔒 🔛	11 P = 11 P		
Services (Local)	-		
Chime Tomcat9	Hame	Description	
E ROCHER HAVE	ChimeTomcat9	Apache Tomcat 9.0.19 Server - https://tomcat.apache.org/	
Start the service	Gines Any Connect Secure Mobility Agent	Eisca AnyConnect Secure Mobility Agent for Windows	_
	Client License Service (ClipSVC)	Provides infrastructure support for the Microsoft Store. This service is started on demand	an
Description:	Clipboard User Service_a315ae0	This user service is used for Clipboard scenarios	
Apache Tomcat 9.0.19 Server -	CNG Key Isolation	The CNG key isolation service is hosted in the LSA process. The service provides key proce	55.5
https://tomcat.apache.org/	Colgate Directory Sync	Colgate Google Directory Sync	

Eiguro	5.	Sorvicos	Lict
rigule	э.	Services	LISU

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.

			<pre>00:13:08 (INFO) Chimes Configuration Wirard Started, Build Date: MAX 09, 2015 / Build Version: 1.0.1 00:13:06 (INFO) Load configuration from default path : StyChimeInstaller/Unime.properties 00:13:06 (INFO) Load Properties :StyChimeInstaller/Unime.properties 00:13:06 (INFO) do selection obsoged ; SQL</pre>
El IChimelinstaller ichime properties		Provde	
Database Mathem	Res		
Murosoft SQL Server	- 1400		
Server			
SQLServer			1
Servere			
OvineServiceAccount			
Nammeri Save Darrette	Passord		
•••••			1
DBC URL			
idecidarive://50.5eve:1401			
Test Connector to Database Server			
Dariabase Name			
Ows Ovali			
EDEC URL (With Database)			
idic syber vor //SQL3er vor. 1403xdatabase=0	hine		
Test Correction to Database	Created inter	e Contribuça Gritanna	

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

$\leftarrow \rightarrow$	🖸 🙆 https://qateamsj.imchime.com/chime/Login/Form?mode=setup			5≛	L	ß	314
	CHIME			Log In	i.		
	Chime Log In						
	Username						
	Usemame						
	Password						
	Password						
	Log In						
	1/0001/220/2440 Scurrent@inctent.tech.com. Build 2.0	2010 05 02	m 2010	incle			

Figure 7: Access Chime App

Use the following credentials to sign-in: Username: **admin** Password: **admin**

Important After completing configuration you must <u>disable setup mode</u> to prevent unauthorized access.

After signing in navigate to Admin -> Settings section

SPECIFY GENERAL SETTINGS

General Settings	
Queue Bot Messaging Endpoint	https://qateamsj.imchime.com/ITFramework/api/messages
Routing Instance	https://qateamsj.imchime.com/ITFramework
API Key	Milling to be white allow an united time
	Generale API Key

Figure 8: Chime General Admin Settings

Queue Bot Messaging Endpoint: Shows Slack API Callback URL for reference.

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

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

SPECIFY SLACK DIRECTORY SERVICE SETTINGS

In order to enable user lookup in Chime, Slack OAuth token is required. Refer Chime prerequisites guide for fetching token.

1. Navigate to Settings > Slack Directory Service

Slack Directory Service	
Access Token	
•••••	
	Test Slack Connection

Figure 9: Slack Service Settings

SPECIFY SLACK OAUTH SERVICE SETTINGS

Navigate to Settings -> OAUTH Service

OAUTH Service	
Application ID	583177988723.619158302982
Client Secret Key	••••••
Tenant Domain	instant-tech.com
Tenant ID	SLACK
	Test OAUTH Connection

In order to enable Slack OAUTH, Application ID, Secret and Tenant Domain values are required. Refer Chime prerequisites guide for setting up OAUTH registration.

ADD USERS WITH ADMIN & EXPORT ROLE

Navigate to Admin -> Advisors section and add users using Slack Directory

	First	First Name		Dir	
1	Last	Lot Name			
Role	Advisor				*
D	Administrati Advisor Manager Roviewer	Xe			
LINGS	Trappeteriti			Trazces	i de la compañía de la
count Type	resting	*	Platform Type	STACK	ů.
Max/day	2000		Max concurrent	2	*
	- ANNE AN				

After a user with Admin rights has been added it is very important to verify that Setup Mode has been disabled.

DISABLE SETUP MODE TO PREVENT UNAUTHORIZED ACCESS

After Admin settings have been specified, Chime instance will support OAuth flow for user authentication. At this point setup mode **must be disabled** to prevent unauthorized access. To disable setup mode:

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

CHIN	ĨE		00:13:06 10FD Chimes Configuration Wisard Started. Suild Dete: NAX 05, 2015 / Build Version: 1.0.1 00:13:06 10FO load configuration from default path : T:\ChimeInsteller\chime.properties 00:13:06 10FO load Freperties 1:\ChimeInsteller\chime.properties
Configuration Ple		1.	00:13:00 IMFO db selection changed : SQL
n, granegrapeer grane properare	max.		
Normal Stationer	1477		
NUMBER OF ANY	1740		
til Sever			
heinele			
Therefore and states and			
minut OfficeForgeth	And and a second second		
DECUAL			
sthc.adjumet: (52).Server: 1433			
Fest Connection to Database Server			
Catabase Nerve			
Owne		Onate Database	
DECURI (WITI Database)			
dsc administr. (50). Server: 1433, database = Orio			
Tant Conception to Database	Changes I make in the	Indiana Orlandar	

Figure 10: Chime Configuration Utility – Disable Setup

After saving settings restart Chime Tomcat service.