

GP IVR Deployment Guide:

Contents:

| | |
|---------------------------|----|
| Introduction..... | 2 |
| Linode Deployment..... | 3 |
| Ubuntu PC Deployment..... | 7 |
| Installing Docker..... | 11 |

Introduction:

This guide shows you how to deploy the GP IVR program on an Ubuntu PC or Linode server.

If you are using a Linode server, please follow the **Linode Deployment** guide on *page 3*. Then follow the **Ubuntu PC Deployment** guide on *page 7*, using your Linode server as the Ubuntu PC.

If you are using a physical Ubuntu PC, you only need to follow the **Ubuntu PC Deployment** guide on *page 7*.

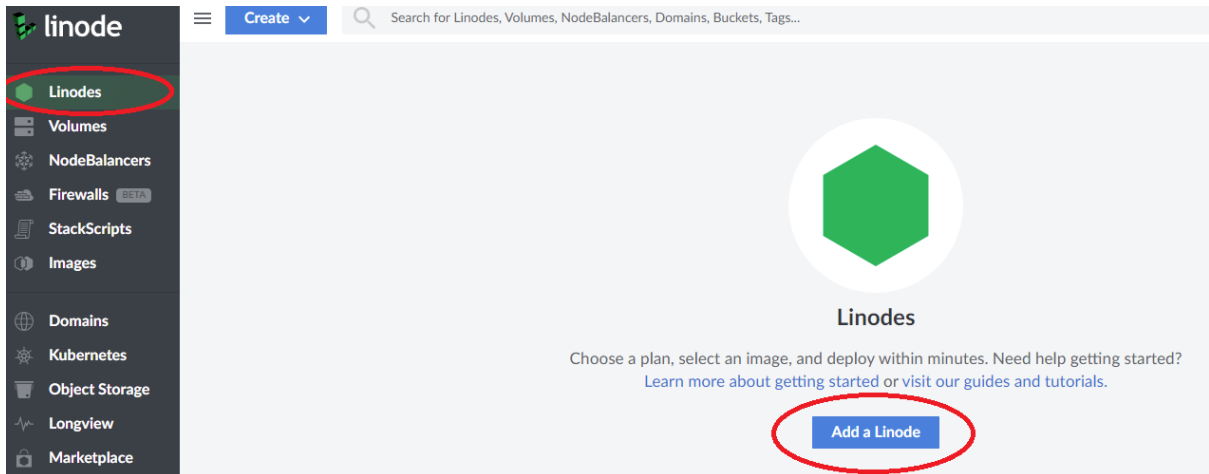
If you have already completed some of the steps prior to using this guide, such as setting up a Linode server or installing Docker, you can skip these steps.

For information on how to use the program, please see our **GP IVR User Guide**.

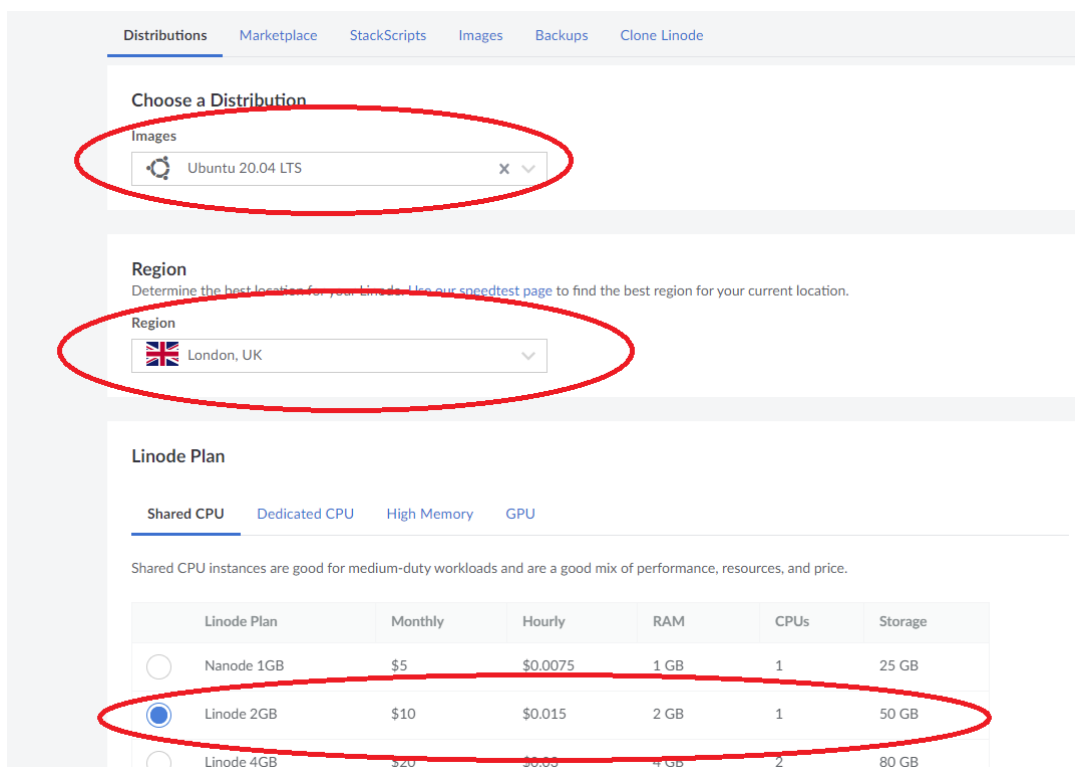
Linode Deployment:

Setting up a Linode Server:

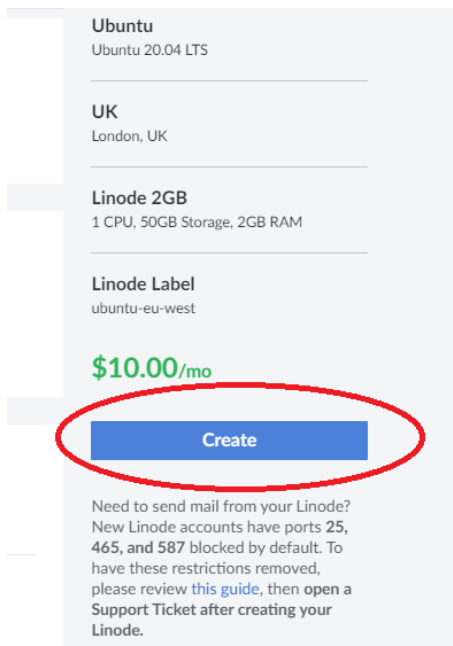
- Login in to Linode at <https://www.linode.com/>
- Once logged in, click on the “Linodes” tab on the left-hand side.
- From here you can click the “Add a Linode” button.



- To run the IVR, we recommend the image used is Ubuntu 20.04 LTS.
- Choose a region that is as close to you as possible, or where the Linode server will be accessed from.
- If at peak times, your IVR will have up to 1 call every 20 seconds, we recommend you choose a Linode plan with 2 GB RAM. If your IVR will have considerably more traffic than this, it's recommended you choose a plan with a larger RAM.
- We recommend you choose a Linode plan with a storage of 5GB or more, but the requirement is that it must be more than 2GB.

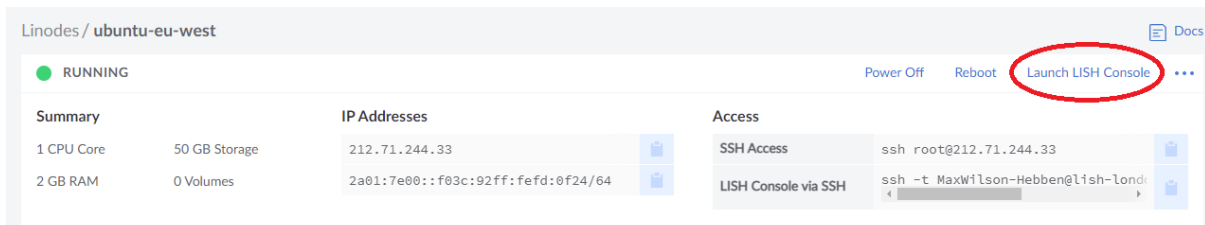


- You can then create a label and password of your choice for the server.
- Then click the “Create” button on the right to deploy your Linode server.

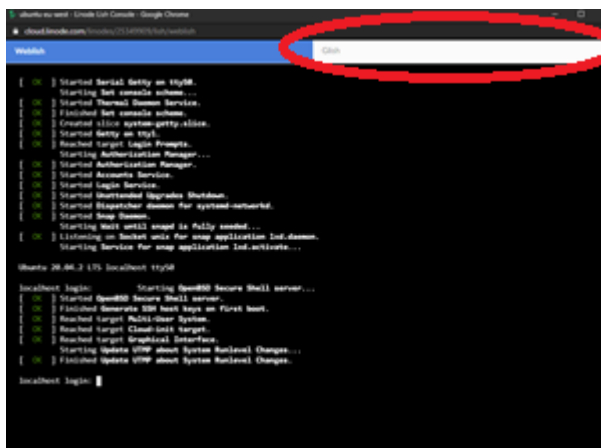


Installing Dependencies on Linode Server:

- Launch your Linode server by clicking “Linodes” on the left side bar, clicking on the label of the Linode server you’ve created and click “Launch Lish Console”.



- A new window should appear, containing a black console.
- Click on the Glish tab at the top. This will allow you to run a graphical interface.



- You should see “localhost login:” appears in the console.
- Type in your Linode server username (by default it is “root”).
- Press the “Enter” key and type in the Linode server password that you created.
- Now you need to install the relevant dependencies: Docker and GDebi.
- GDebi is a software package that allows you to run and install “.Deb” packages easily on ubuntu. Since the IVR program comes in a “.Deb” format, you will need this.
- To install it, run the following command to update and upgrade the packages on your Linode server.

```
root@localhost:~# sudo apt-get update && sudo apt-get upgrade
```

- Then install the “gdebi” package.

```
root@localhost:~# sudo apt-get install gdebi
```

- Go to the **Installing Docker** section of the deployment guide for information on how to install Docker. These will be needed to run the IVR.

Installing Desktop Environment:

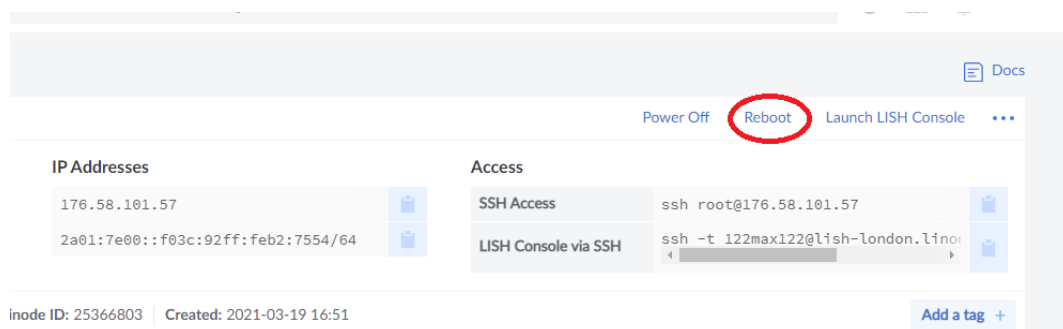
- In order to run the UI through Linode, you will need to install a desktop environment.
- To do this run the following commands:
- First update and upgrade your server’s packages.

```
root@localhost:~# sudo apt-get update && sudo apt-get upgrade
```

- Next, install a desktop environment

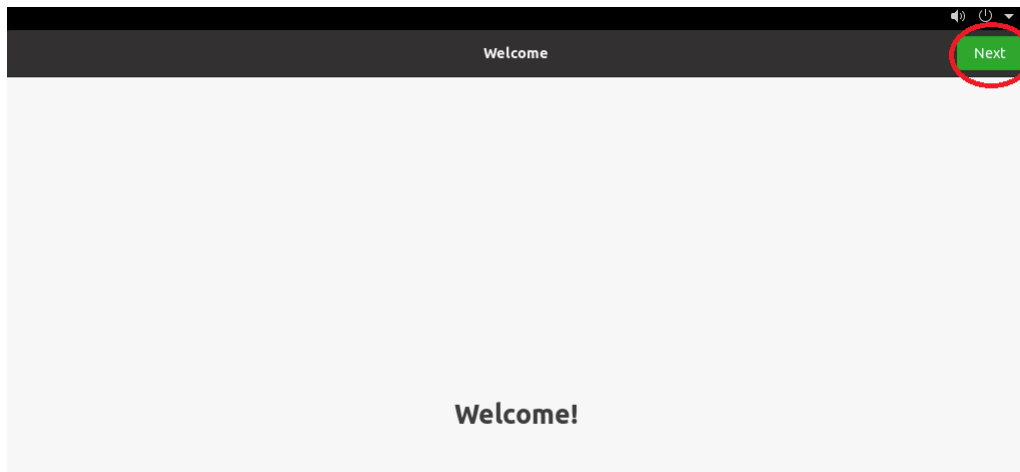
```
root@localhost:~# sudo apt-get install ubuntu-desktop
```

- This will take a few minutes. Once this has finished, close down the terminal and reboot your server from the Linode web interface.



- Now click “Launch LISH Console” to relaunch the console again and navigate back to the “Glish” tab.

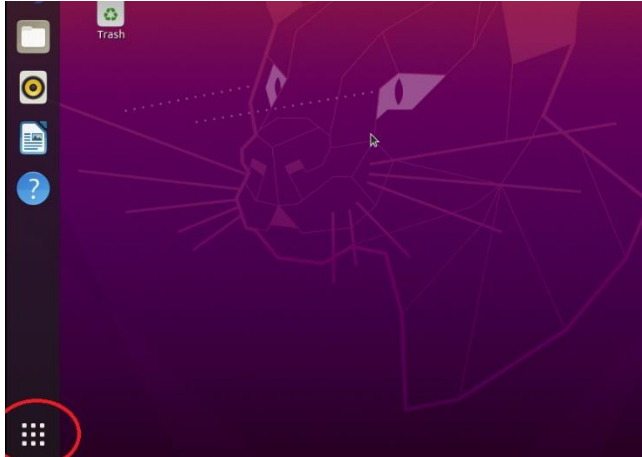
- A graphical interface should appear, follow the instructions to set up the desktop.



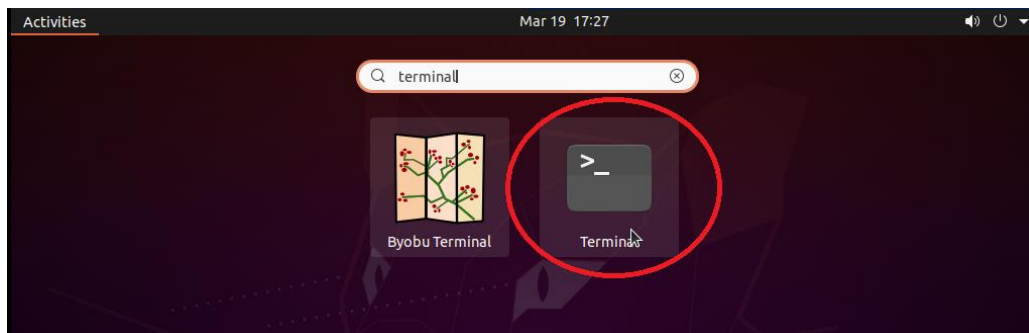
- The setup should only take a minute or so. When it is done you should get to the Ubuntu desktop page.
- Now you can follow the **Ubuntu PC Deployment** guide to finish the setup, using your Ubuntu interface in the Glitch terminal.

Ubuntu PC Deployment:

- To deploy the IVR on an Ubuntu PC, you first need to make sure Docker and GDebi are installed. If you followed the **Linode Deployment** guide or have already installed these, you should not install them again.
- Now open a terminal by clicking on the applications button at the bottom left hand corner.



- Then you can type in “terminal” and click on the terminal icon.



- A black terminal pop-up will then appear on the screen and you can follow our **Installing Docker** install guide.
- If you do not have GDebi installed or you are unsure, you will need to install this too. This just makes downloading “.Deb” packages easy which is the format of the IVR program package.
- To install GDebi, run the following command from the terminal to update and upgrade your system’s packages.

```
root@localhost:~# sudo apt-get update && sudo apt-get upgrade
```

- Then install “gdebi” with the following.

```
root@localhost:~# sudo apt-get install gdebi
```

- You must also give the user running the program root permissions with Docker. You can do this creating a group for Docker.

```
root@localhost:~# sudo groupadd docker
```

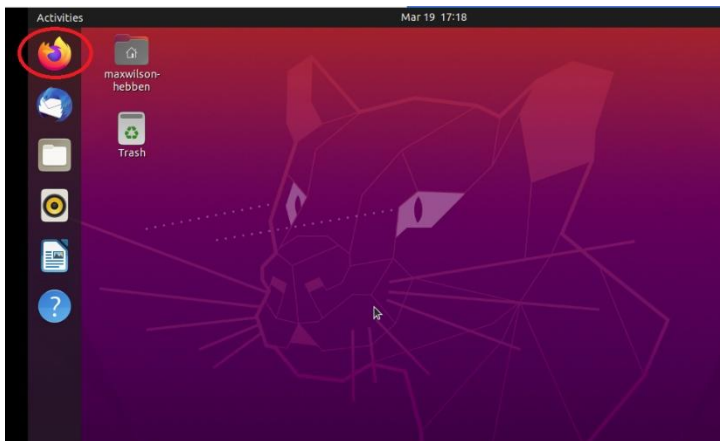
- Then you can add your current user to the group.

```
root@localhost:~# sudo usermod -aG docker $USER
```

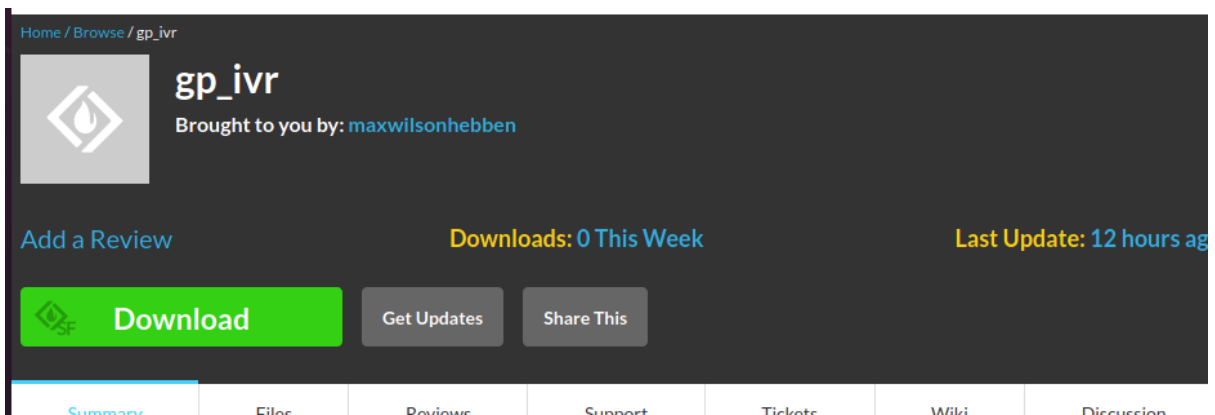
- Now restart the PC or server before continuing.

Installing IVR Program Package:

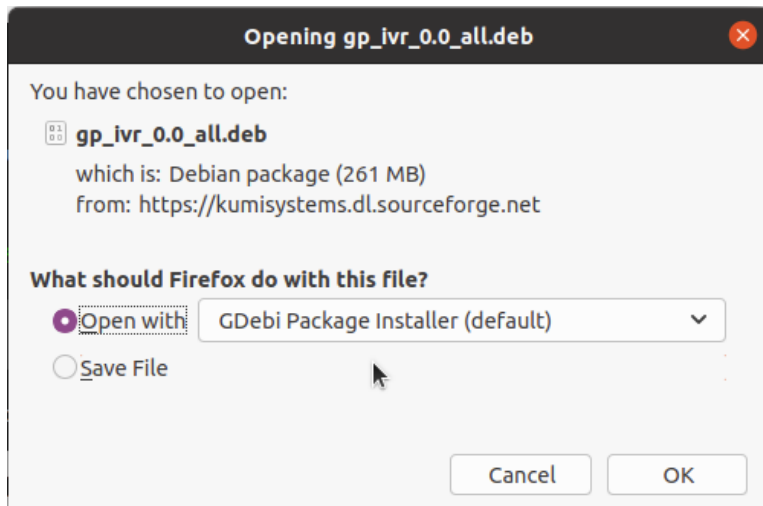
- Once Docker is installed, you then need to install the IVR program and UI.
- To do this open up Firefox and navigate to <https://sourceforge.net/projects/gp-ivr>



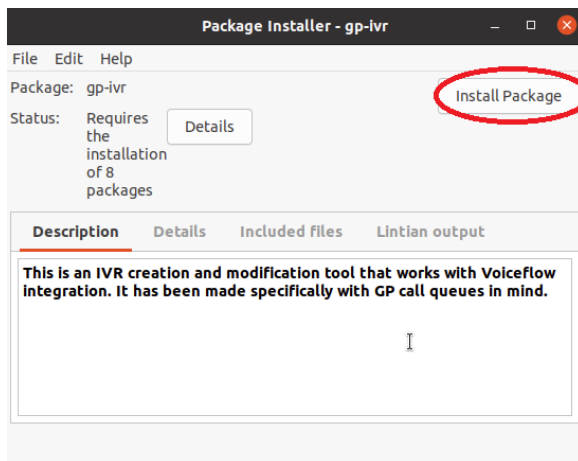
- Then click the “Download” button to download the IVR program and UI.



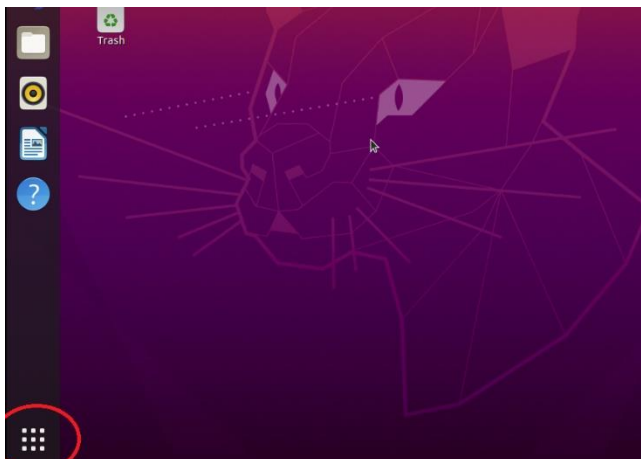
- A prompt will appear asking if you want to save the file in a location or “Open with” an application. Select the “Open with” option and make sure “GDebi Package Installer” is selected – it should be by default. Then continue with the installation by clicking “OK”.



- Once downloaded, an installation pop-up will appear.

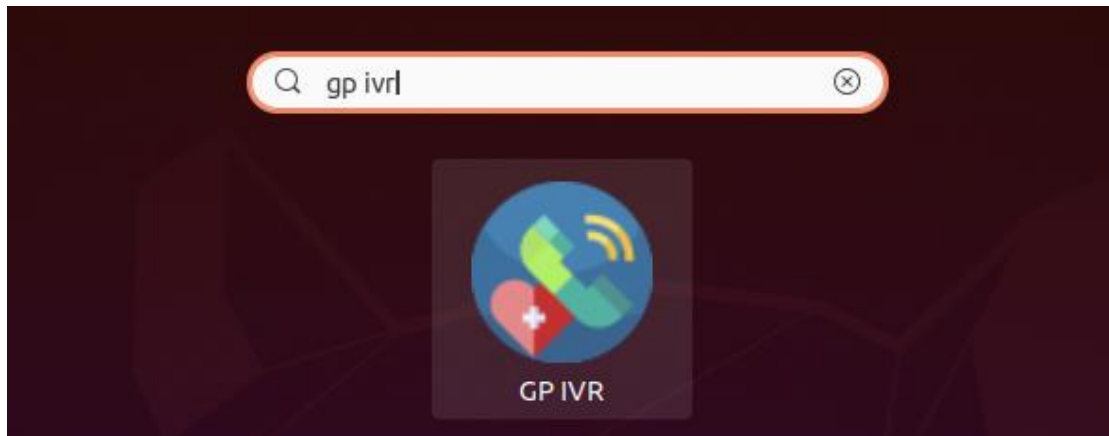


- Click on the “Install Package” button to install the program. This will take a couple of minutes.
- Once installed, close down the Firefox page and click on applications in the Ubuntu desktop.

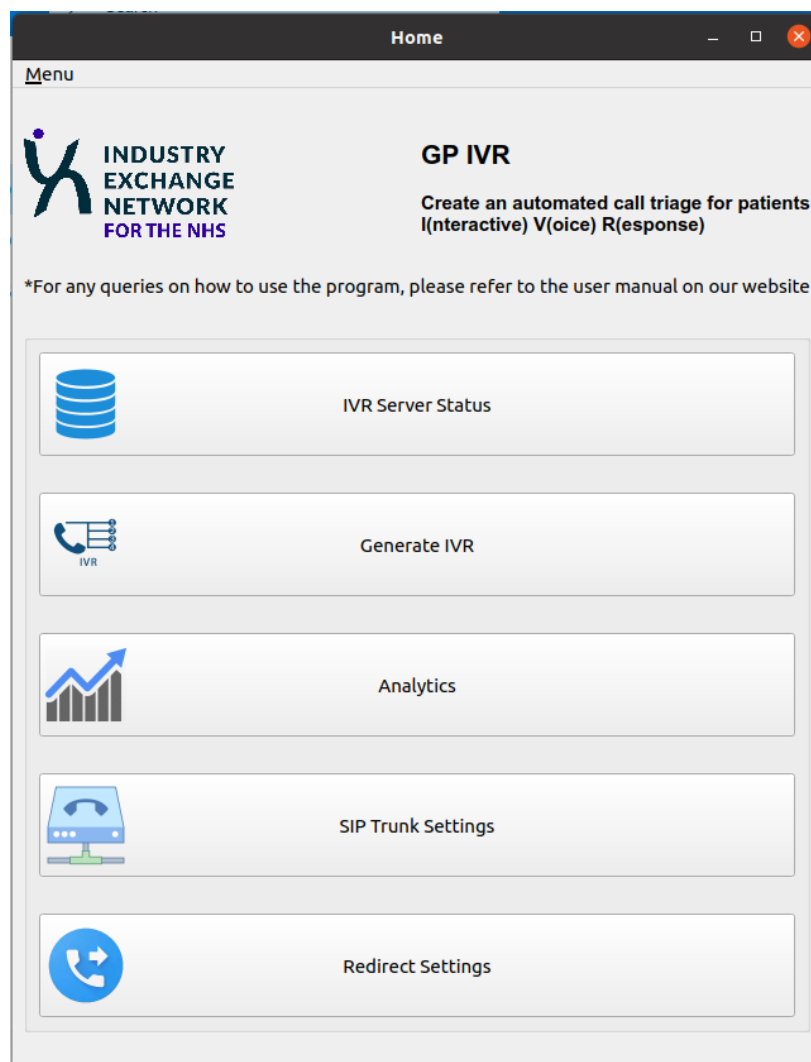


- From here type in “gp ivr”.

- You will then see the icon “GP IVR”
- You can then open the GP IVR program by clicking the “GP IVR” button.



- This will open the UI which allows you to make modifications and view statistics about your IVR.



- Please see our **GP IVR User Guide** for more information on how to use the system.

Installing Docker:

Docker:

- Docker is a piece of software that allows you to download and run the package that contains the IVR system.
- To install Docker, run the following commands:
- First update your existing list of packages.

```
root@localhost:~# sudo apt update
```

- Next install a few prerequisite packages that are needed by docker.

```
root@localhost:~# sudo apt install apt-transport-https ca-certificates curl software-properties-common
```

- Now add the official Docker GPG key to your system.

```
root@localhost:~# curl -fsSL https://download.docker.com/linux/ubuntu/gpg | sudo apt-key add -
```

- Then you can get the latest stable Docker download for your system.

```
root@localhost:~# sudo add-apt-repository "deb [arch=amd64] https://download.docker.com/linux/ubuntu bionic stable "
```

- Now update your system with newly added packages.

```
root@localhost:~# sudo apt update
```

- Make sure you are about to install the correct Docker version.

```
root@localhost:~# apt-cache policy docker-ce
```

- Finally, install Docker.

```
root@localhost:~# sudo apt install docker-ce
```