



## Messaging Gateway

# Installation & Setup Guide

Document Version 3.2  
Copyright (C) 2019 Cloud Alert Ventures W.L.L. All Rights Reserved.  
Java, Oracle and the Oracle Database are trademarks/copyrights of Oracle Corporation.  
Microsoft Windows is a trademark of Microsoft Corp.  
Google Chrome is a trademark of Google LLC.  
Mozilla Firefox is a trademark of Mozilla Corporation.

## Table of Contents

Introduction.....	3
About this document.....	3
Installation Requirements.....	3
Installation package.....	4
Preinstallation.....	5
Installation.....	6
Connection Setup.....	20

## Introduction

---

Cloud Alert is a comprehensive solution for the alert and notification requirements of financial institutions and other enterprises.

One of the components of the Cloud Alert Platform is the Cloud Alert Messaging Gateway - an on-site deployed system that integrates with the organization's databases to send alerts and OTP messages to handsets.

## About this document

---

This document is intended for system administrators and IT personnel who wish to install and configure the Cloud Alert Messaging Gateway.

## Installation Requirements

---

The following items are required to install the Messaging Gateway:

- Microsoft Windows 7 or higher - 32 bit or 64 bit. All editions including Windows Professional and Windows Server are supported.
- 2 GB free RAM (additional based on plugin requirements).
- 1GB Disk space (additional required for logs).
- A JavaScript-capable web browser (IE11 or higher / Firefox 45 or higher/Google Chrome 55 or higher/Microsoft Edge).
- JDBC drivers for your database.
- Messaging Gateway Installation package (in zip or other format).
- A Cloud Alert account for sending messages through Cloud Alert.

The below components are not required if you have downloaded the 'Full Download' installation package. The full installation package already includes these components and installs them as part of the regular installation.

- Oracle Database for use as a private data store for the Messaging Gateway (Oracle 11g or higher)

## Installation package

---

You can choose between 2 installation packages from the messaging gateway download window. Both the packages are a zip file containing the messaging gateway executables and documentation. This document is also present within this package in the \cag\webpub\docs directory.

### Full Download

This package contains the following components

- Messaging Gateway Executables
- Installer for Oracle Express 11g

This package is useful, if you do not have an existing Oracle database installation.

### Alternate Download

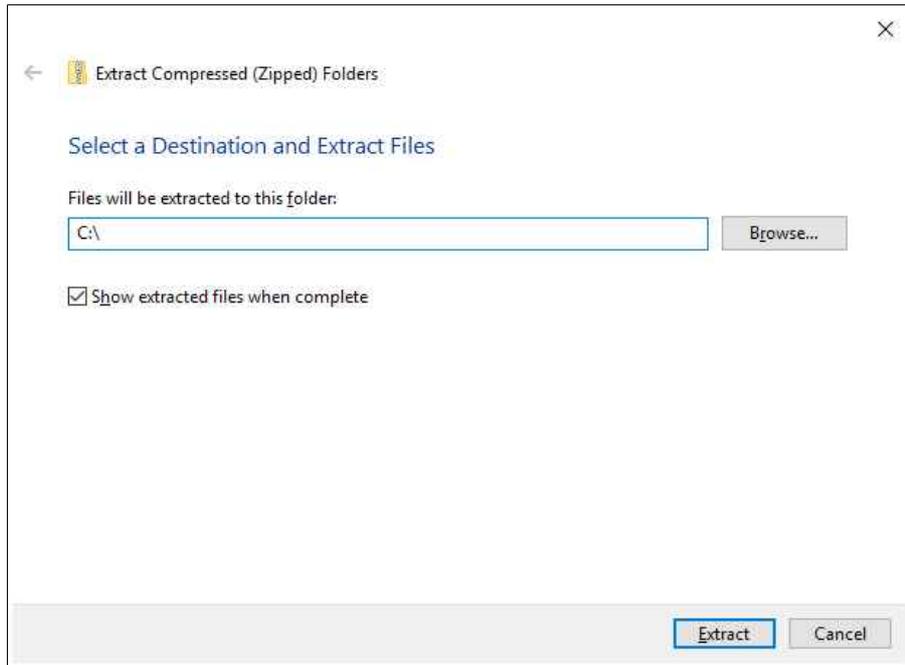
Download this package if you already have an existing Oracle database installation, or intend to obtain Oracle separately. The executables in this package are identical to the Full Download, but excludes the Oracle Installer, thus reducing the size of the download.

## Preinstallation

---

In this step, we unzip the provided zip file into the `c:\cag` directory. This directory is the recommended location for the installation - the application will not execute in any other location.

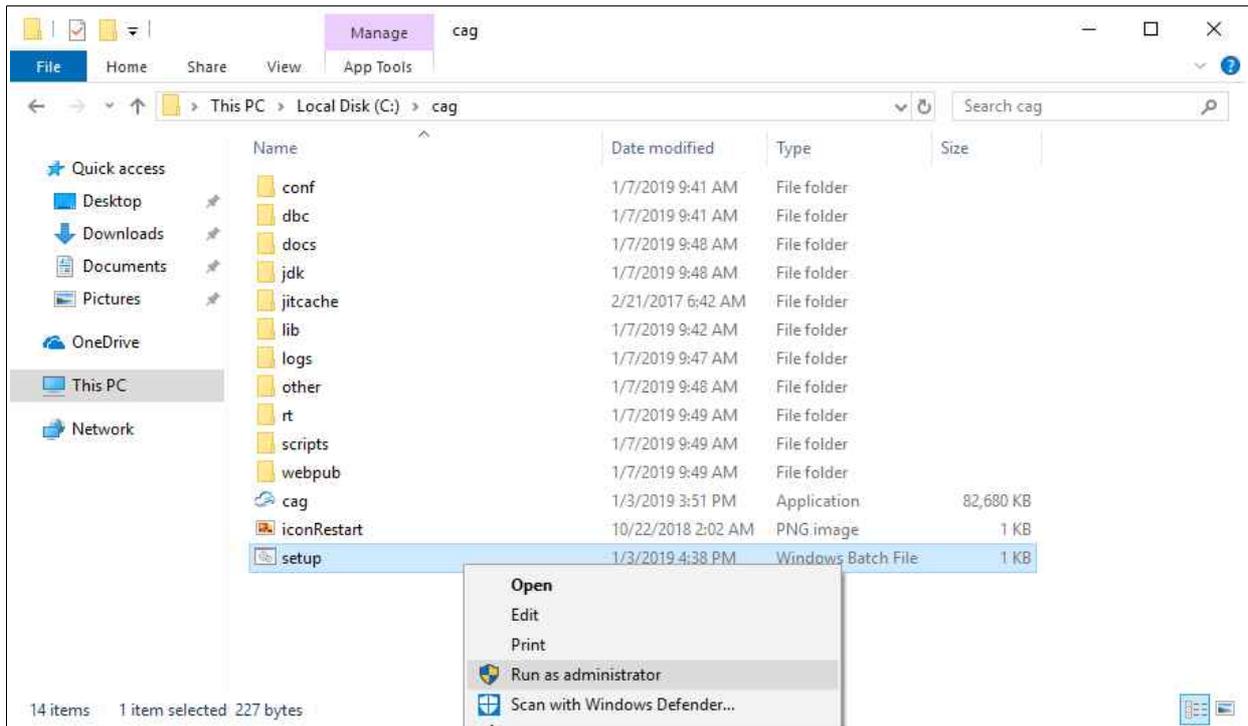
To begin, right-click on the provided zip and select 'Extract All'.



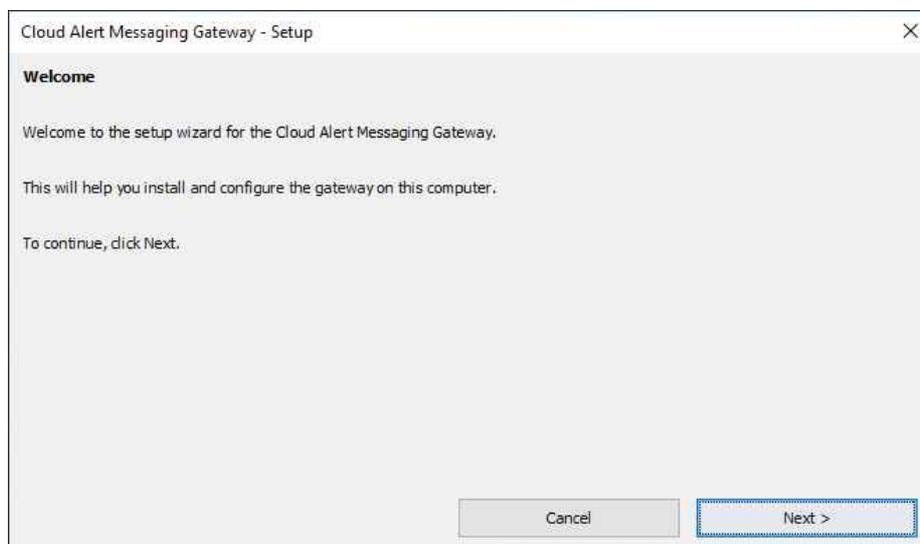
## Installation

Kindly follow the below steps to Install and setup the Messaging Gateway.

1. Right-click on the **setup** file in the **c:\cag** directory and click on **Run as administrator**

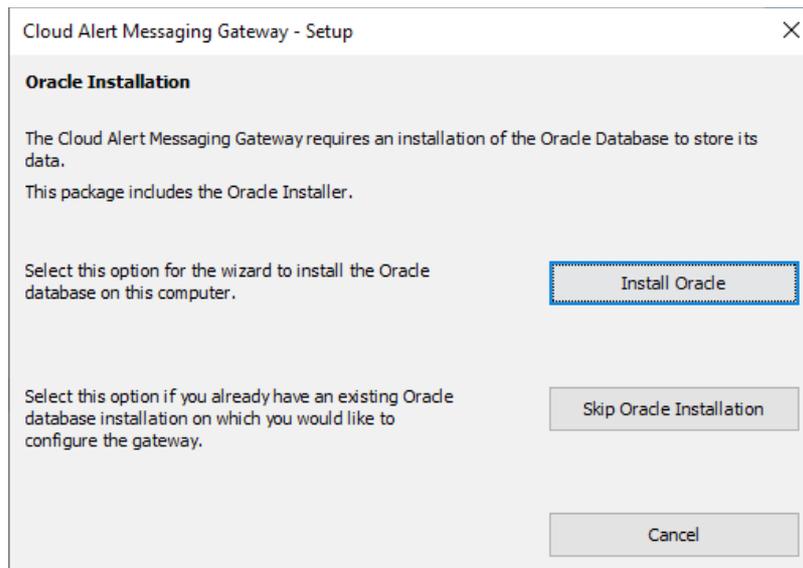


2. In the **welcome** window click on **Next**



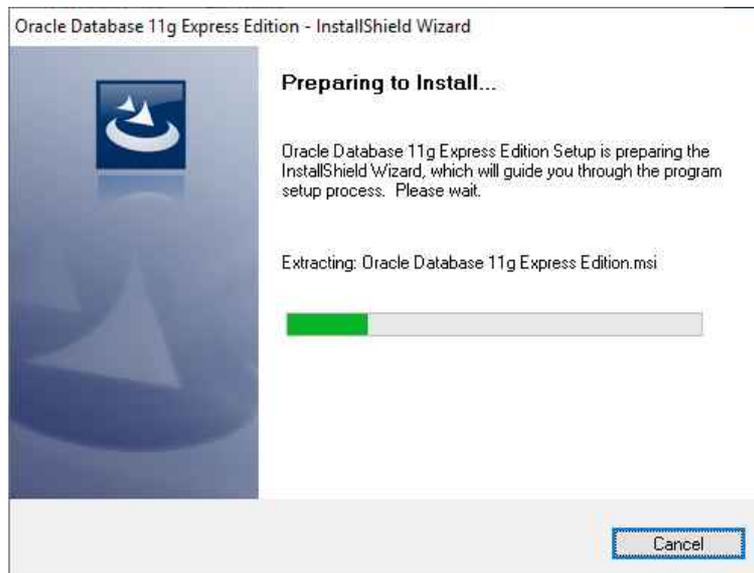
3. In the **Oracle Installation** window kindly choose the required option:

- If you already have an existing Oracle database installation on this computer or elsewhere on your network, click on **Skip Oracle Installation**.
- If you do not have an existing Oracle database installation, select **Install Oracle**. Note that this option will be grayed out if you chose the download that did not include the Oracle Installer.

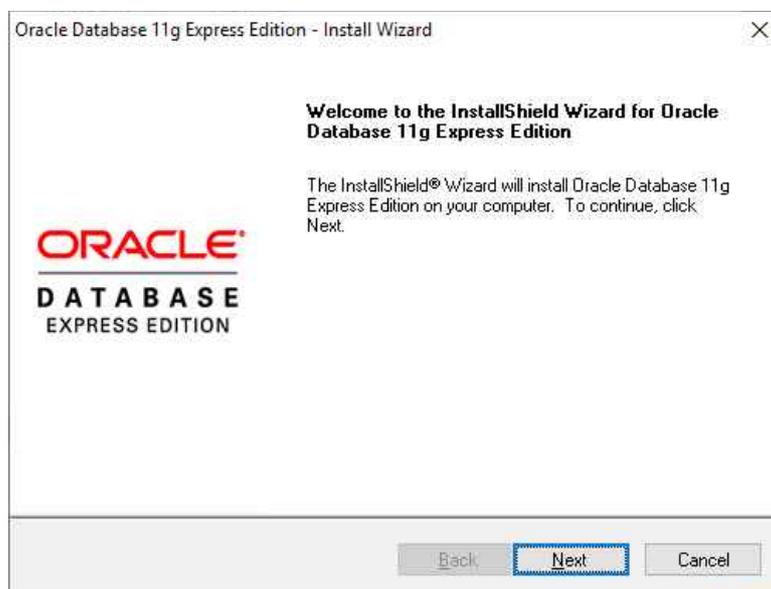


If you choose **Skip Oracle Installation**, kindly skip to point **13** in this series of installation steps other wise continue to the next step.

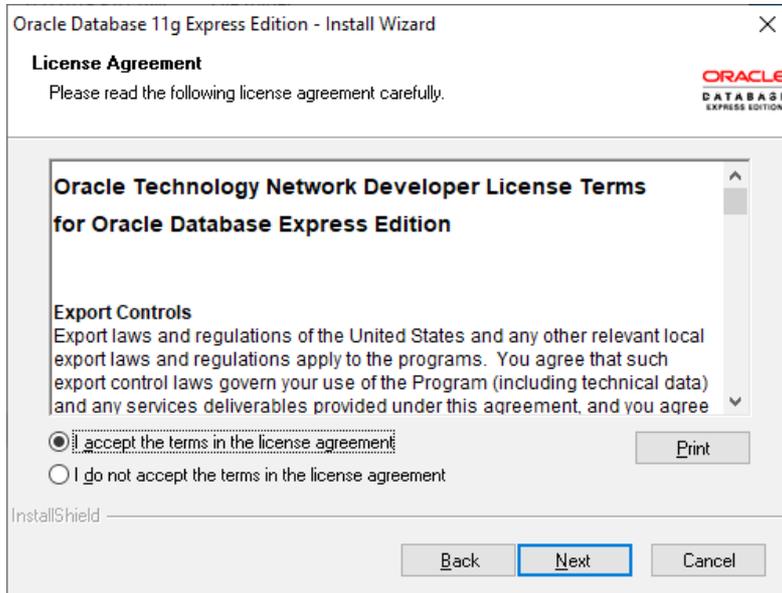
4. The Oracle installation will now start. The Cloud Alert Setup Wizard will remain in the background until the Oracle installation is complete.



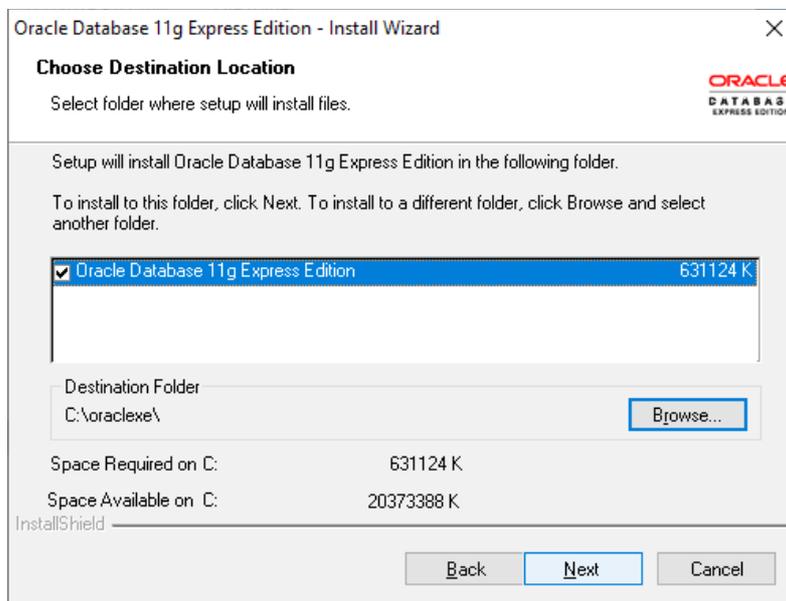
5. Click on the **Next** button to continue.



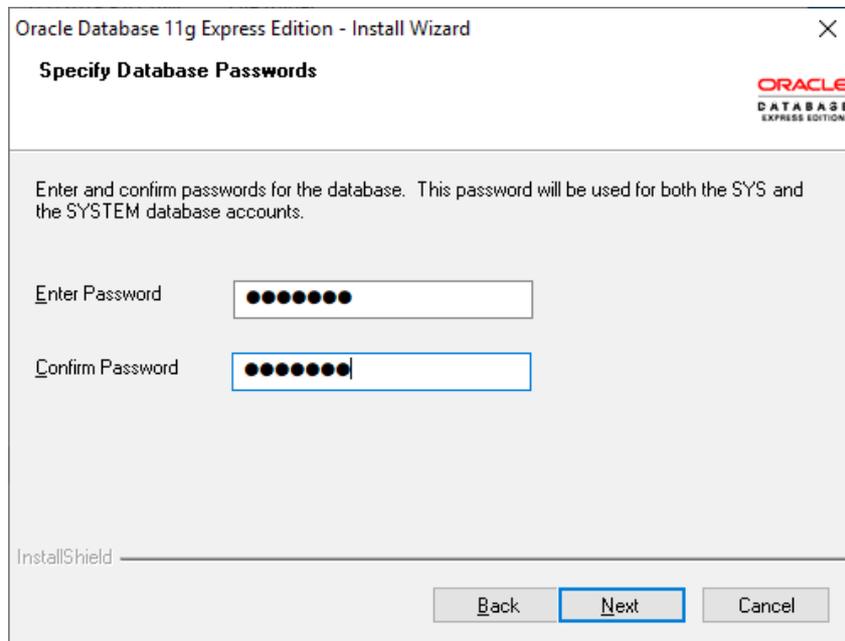
6. Kindly **accept** the license terms and click on the **Next** button.



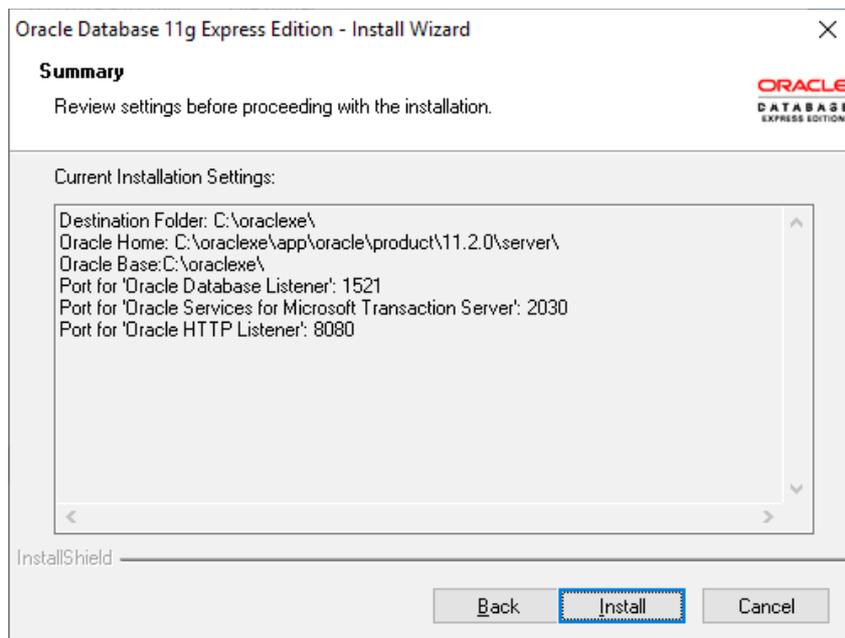
7. Click on the **Next** button to continue.



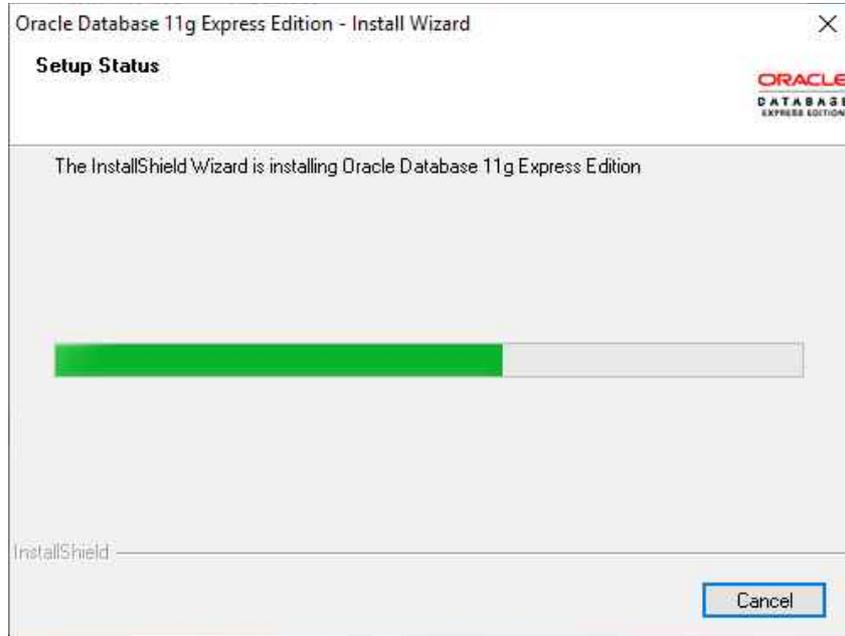
- Specify a new password for the Oracle database SYSTEM account. Note down this password, as it will be required in later steps. Click **Next** to continue.



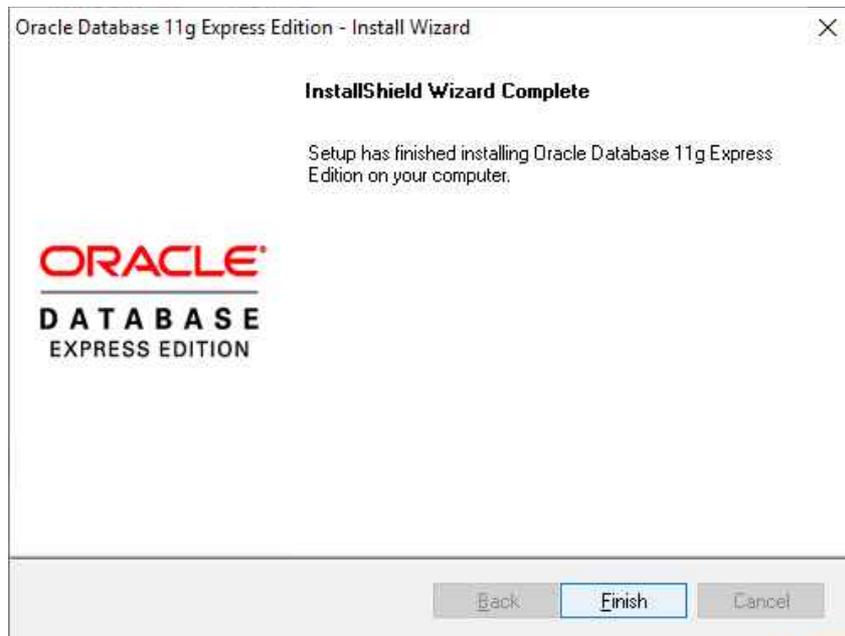
- Now, click on the **Install** button to start the Oracle database installation.



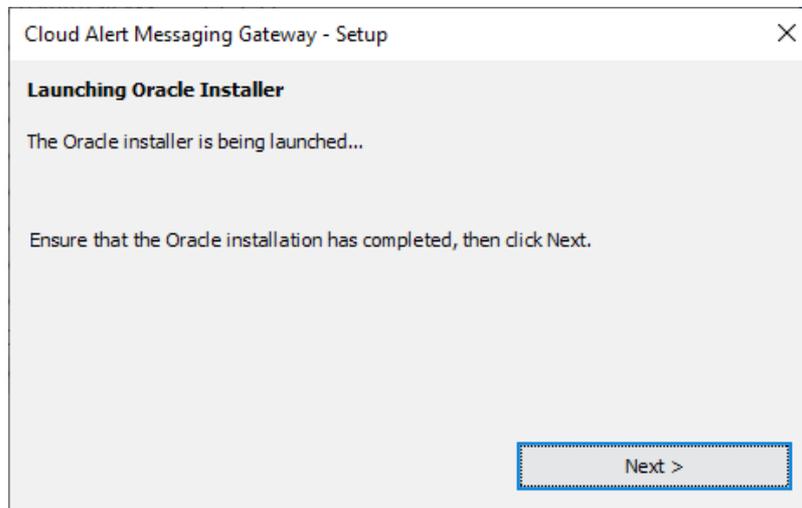
10. Wait until the Oracle Database installation completes. This might take several minutes.



11. Once the Oracle database installation completes click on the **Finish** button.



12. Now, we return to the Cloud Alert Setup Wizard. Since the Oracle Database installation is complete, click Next to continue.



13. The **Database Connection Settings** window will now be displayed, which accepts the settings for the Oracle Database.

The Setup Wizard can create a user on Oracle for you. Alternatively, you can create the Oracle user yourself.

- Automated user creation: Simply enter the username and password for the SYS or SYSTEM login on your Oracle Database. Oracle will use this administrative login to create a new user named 'CAG'. The tables and other database objects will be created in the login of the CAG user, not SYS/SYSTEM.
- Manual user creation: Create a user on Oracle by yourself, and enter the credentials of this new user. In this case, there is no restriction on the name of the user. Note that the new user must have the CONNECT, RESOURCE, UNLIMITED TABLESPACE, CREATE TABLE, CREATE VIEW, CREATE SYNONYM and CREATE SEQUENCE rights. This option is not available if the download package includes the Oracle Installer.

After entering the settings, click on the **Test Connection** button to test the database connectivity.

The screenshot shows a window titled "Cloud Alert Messaging Gateway - Setup" with a close button (X) in the top right corner. Below the title bar, the section is titled "Database Connection Settings". A subtitle reads "Enter the connection settings for your Oracle installation." The form contains five input fields: "IP Address / Host Name", "Port", "Username", "Database SID", and "Password". At the bottom of the window, there are three buttons: "Cancel", "Test Connection", and "Next >".

If you did not skip the Oracle Installation, most of the fields will be pre-filled for you. Enter only the password for the SYSTEM login that you had entered during the Oracle Database Installation process, then click **Test Connection** to test the database connectivity.

Cloud Alert Messaging Gateway - Setup

**Database Connection Settings**

Enter the connection settings for your Oracle installation.  
Some of the settings have already been filled.  
Enter the system password that you had specified during the Oracle installation.

IP Address / Host Name	Port	Username
127.0.0.1	1521	system

Database SID	Password
XE	••••••

Cancel      Test Connection      Next >

Cloud Alert Messaging Gateway - Setup

**Database Connection Settings**

Enter the connection settings for your Oracle installation.  
Some of the settings have already been filled.  
Enter the system password that you had specified during the Oracle installation.

IP Address / Host Name	Port	Username
127.0.0.1	1521	system

Database SID	Password
XE	••••••

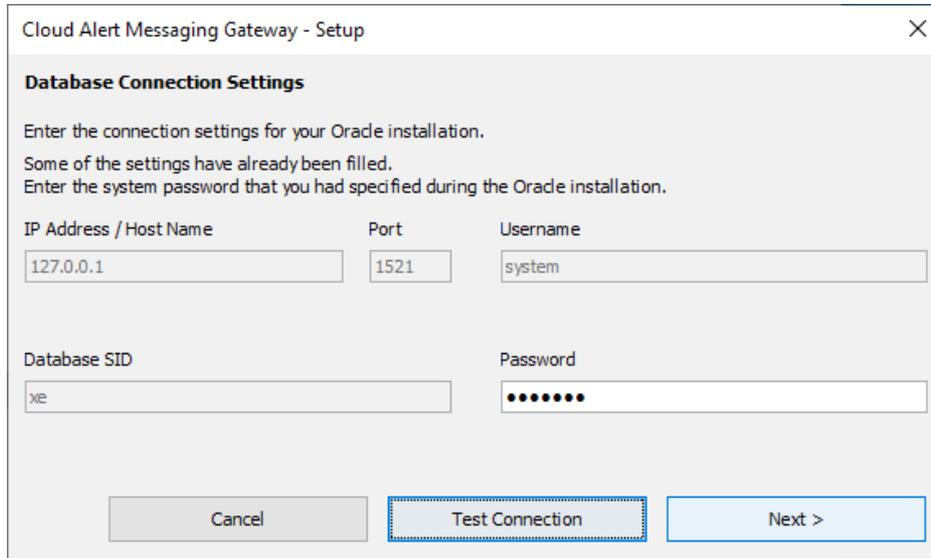
Cancel      Test Connection      Next >

**Connection Successful**

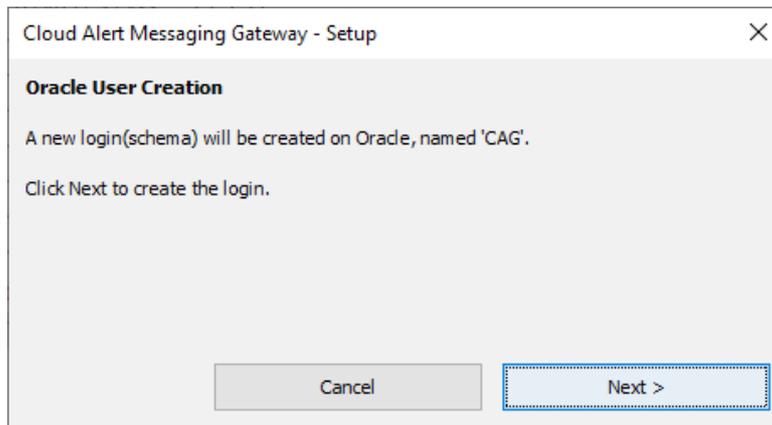
Connection successful. Click Next to continue.

OK

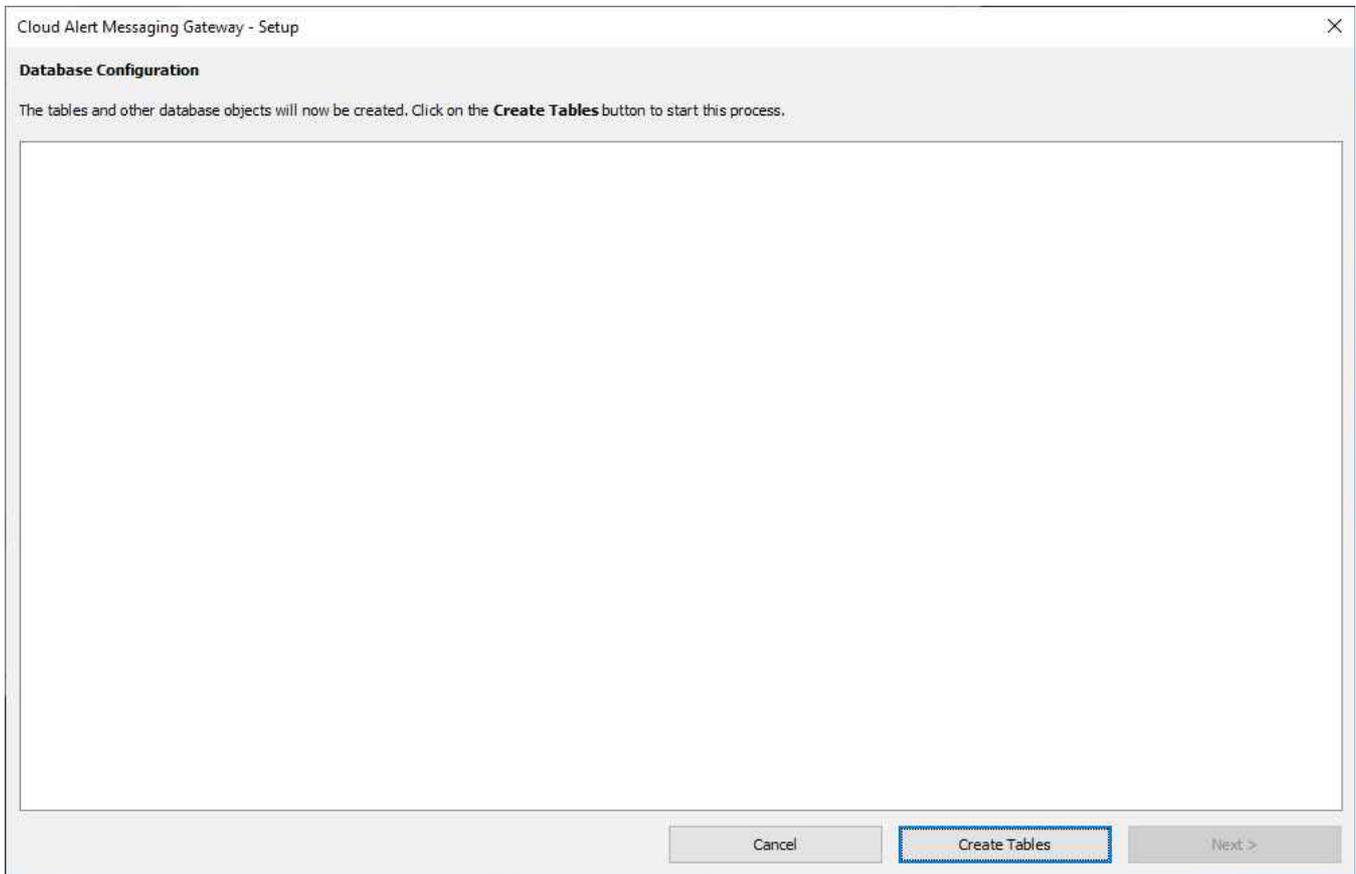
14. Once the database connection test is successful, click **Next** to continue.



15. If your installation is using the automated user creation, i.e, the SYS/SYSTEM credentials were specified during database connectivity, the installer will now create a new Oracle user for the Messaging Gateway setup. Click on the **Next** button to continue. This window will not be displayed if the user was created manually.



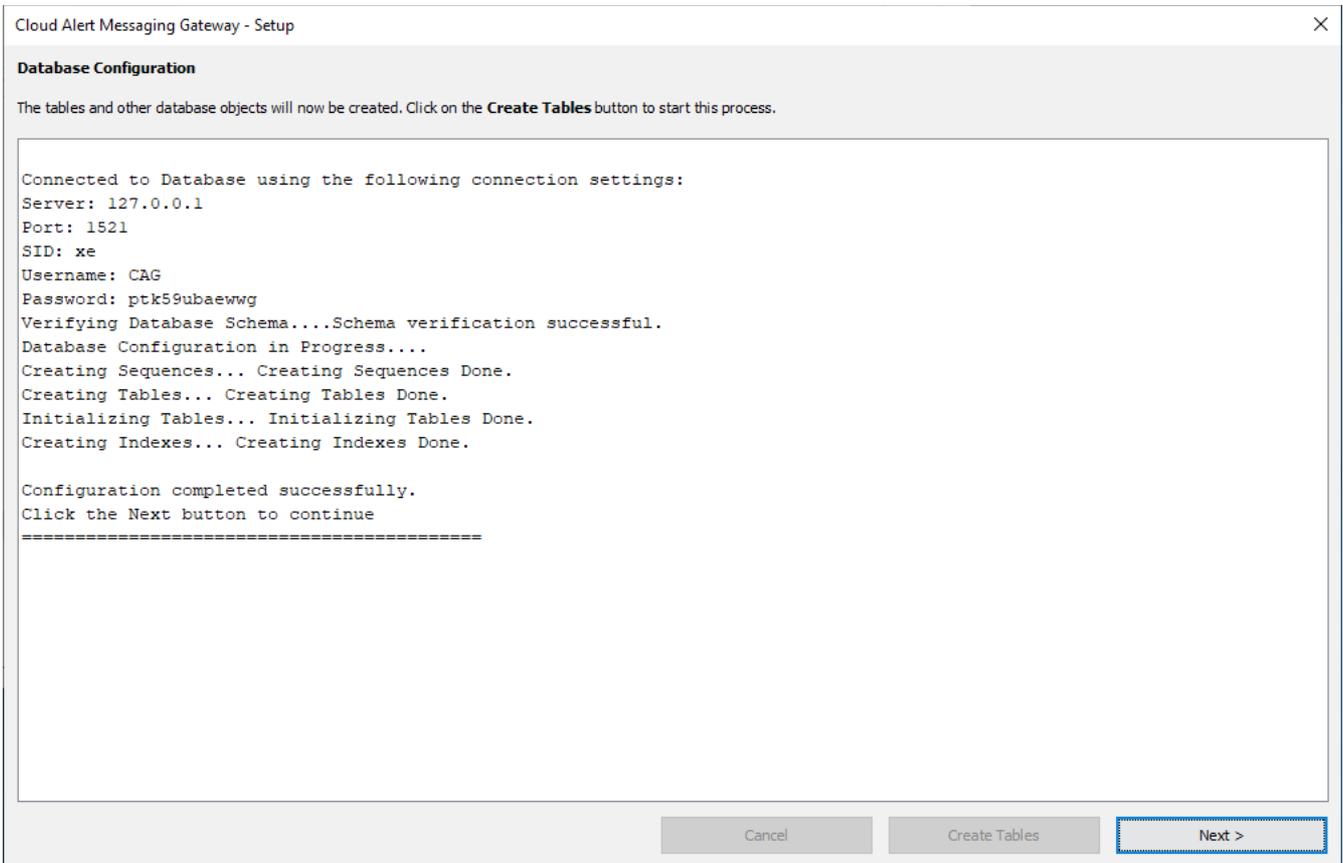
16. The **Database Configuration** window will now be displayed. This step will create tables, sequences, and other database objects in your database. Click **Create Tables** to start the database configuration process.



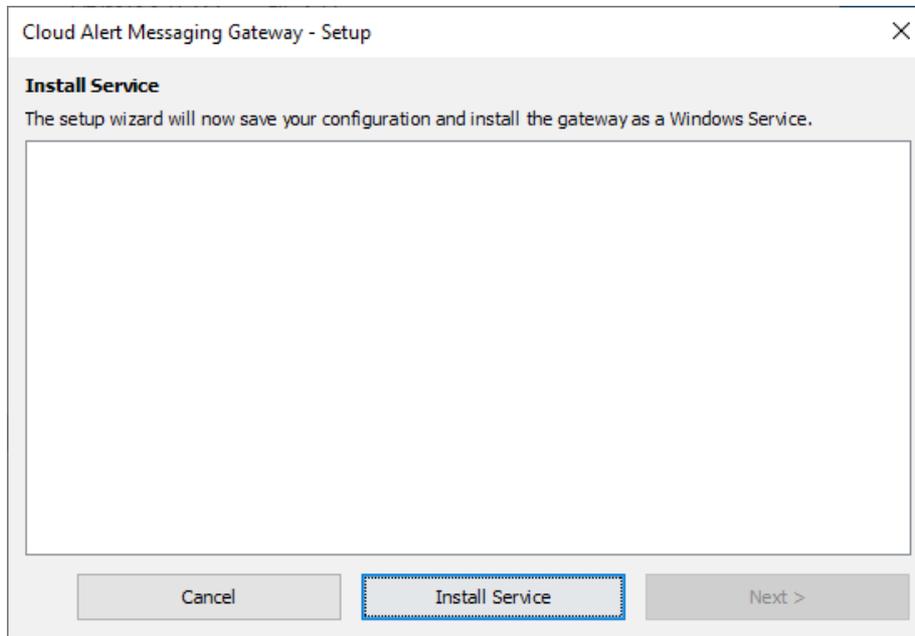
17. Once the database configuration completes successfully, click on the **Next** button to continue. Also note that if the installer has created a new Oracle user, then the credentials of the new user are displayed in the **Database Configuration** window. You may note this for future reference.

If you face any errors during the database configuration, please contact us on: [support@cloudalert.cloud](mailto:support@cloudalert.cloud).

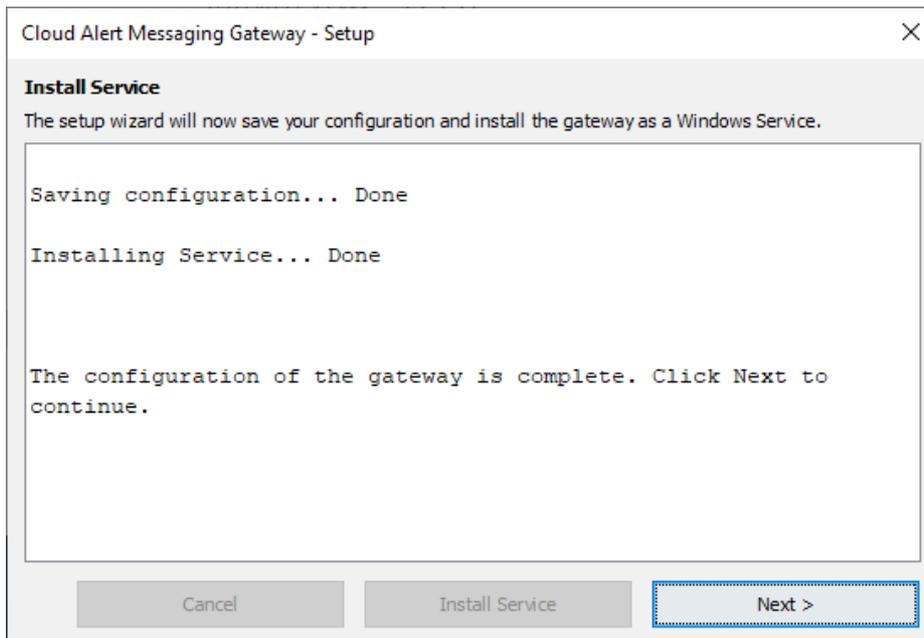
For troubleshooting purposes, a detailed installation log is generated which also includes all the sql statements executed. This file is located at **C:\cag\logs\setup\install.log**



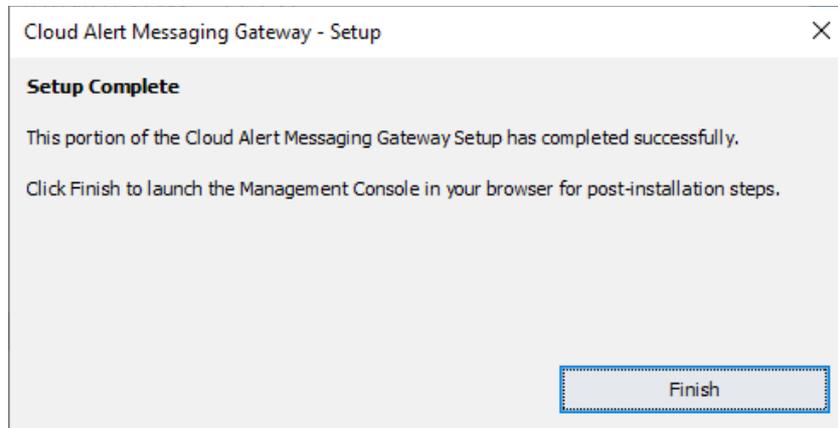
18. This window saves your configuration and installs the gateway as a Windows Service. Click on the **Install Service** button to proceed.



19. Once the Windows service installation completes successfully, click **Next** to continue.



20. The installation of the Messaging Gateway is now complete. Click **Finish** button. This will launch the Management Console of the gateway to setup your connections.

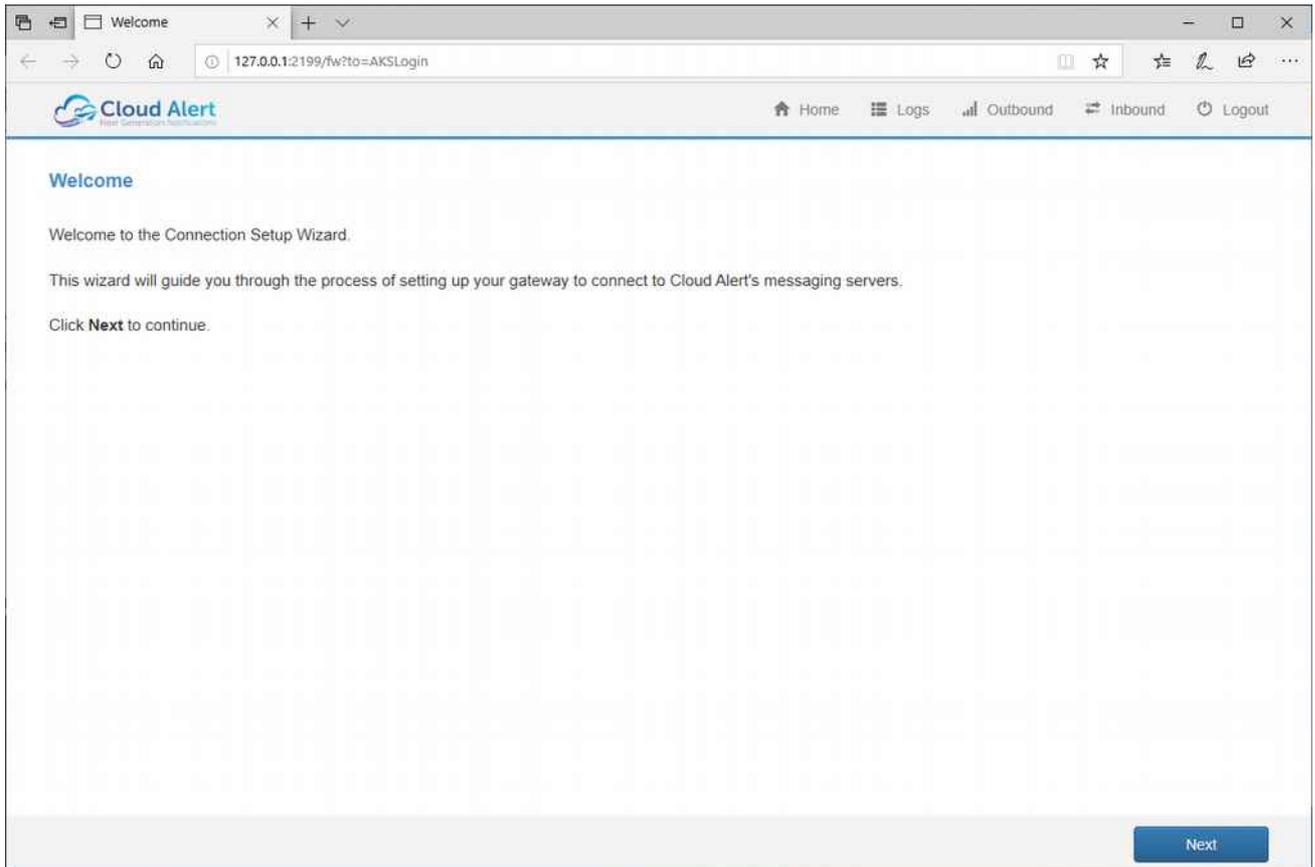


## Connection Setup

---

The Connection Setup Wizard will guide you through the setup of the Cloud Alert Message Gateway's connectivity to servers.

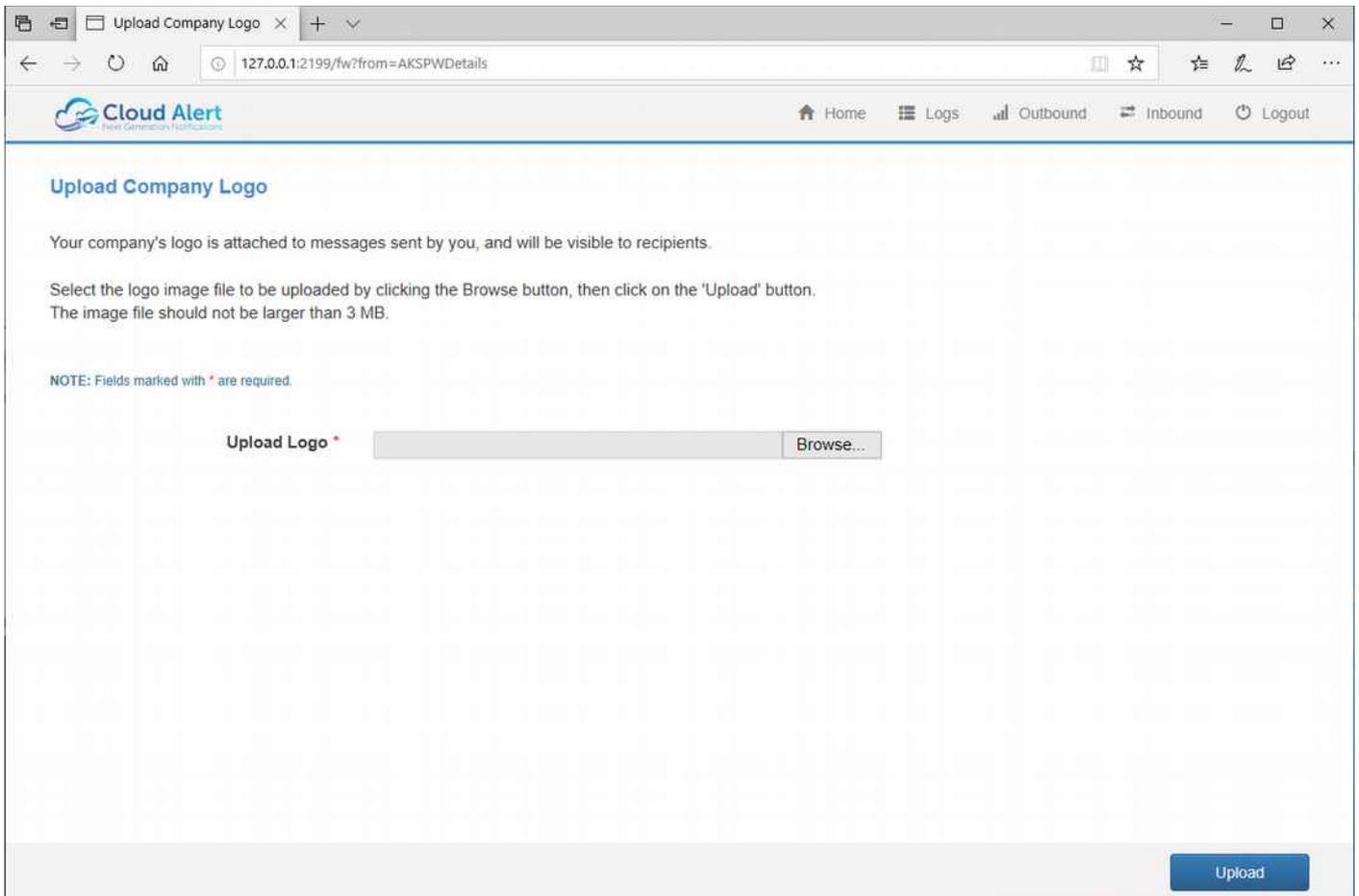
21. In the **Welcome** window, click on the **Next** button to continue.



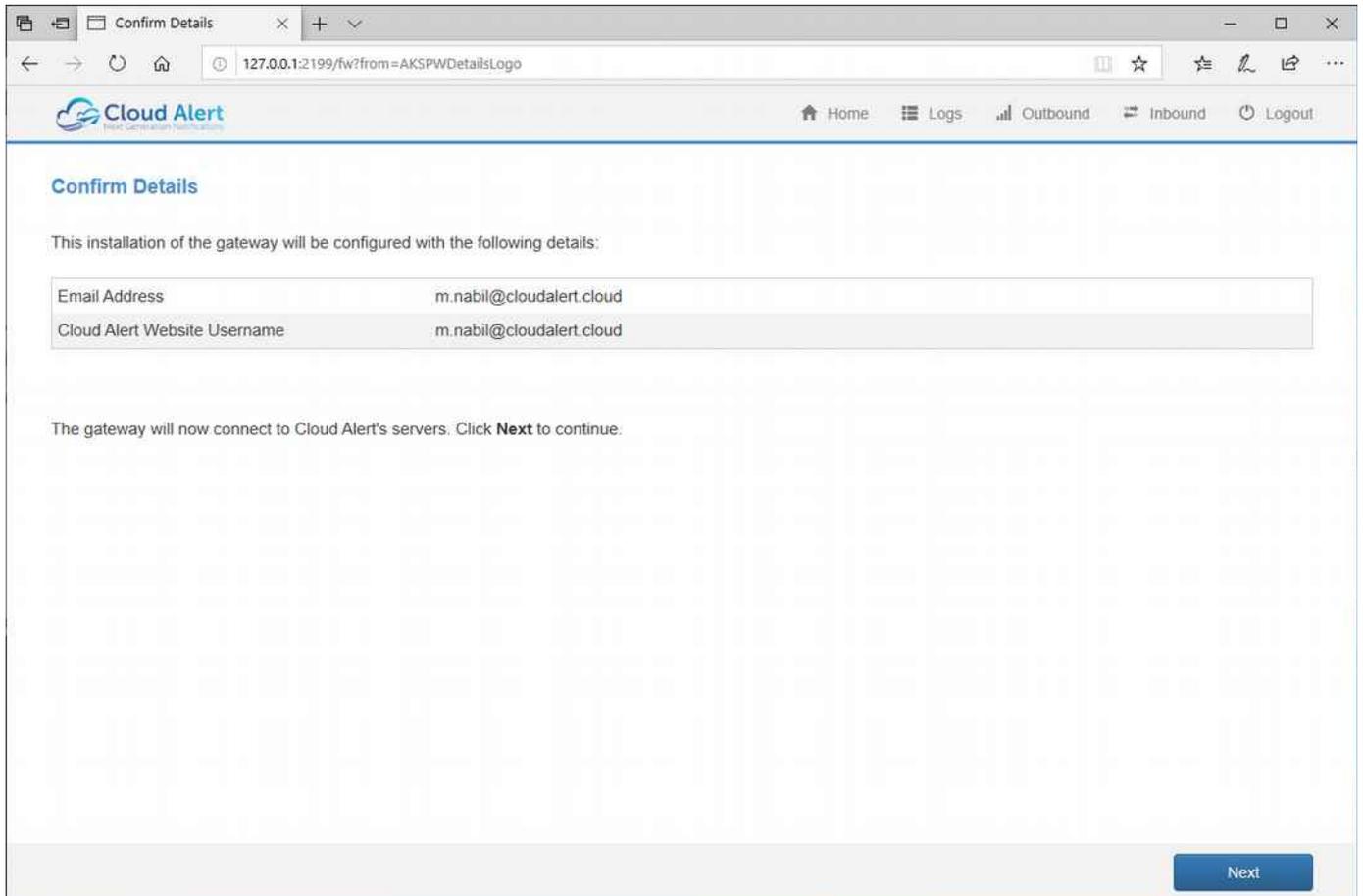
22. Specify the **Email Address** and **Password** that you used to sign-up on the Cloud Alert website and also specify your **Company Email Address** and then click on the **Next** button.

The screenshot shows a web browser window with the title 'Account Details'. The address bar shows '127.0.0.1:2199/fw?from=AKSPWWelcome'. The page header includes the 'Cloud Alert' logo and navigation links for 'Home', 'Logs', 'Outbound', 'Inbound', and 'Logout'. The main content area is titled 'Account Details' and contains the following text: 'The below information will help you connect this installation with your login on Cloud Alert. If you do not have a login on Cloud Alert, sign up at <https://cloudalert.cloud>'. Below this is a note: 'NOTE: Fields marked with \* are required.' The form has three input fields: 'Email Address \*' with the value 'peter.w@mycompany.com', 'Password \*' with masked characters '.....', and 'Company Email Address \*' with the value 'contact@mycompany.com'. A blue 'Next' button is located at the bottom right of the form.

23. Upload a logo of your company or an image for your profile and click on the **Upload** button to upload the image.



24. In the Confirm Details window, verify the information that is to be sent and click on the **Next** button to continue. Your Messaging Gateway Installation is being registered and will take a few minutes to complete. Kindly wait till the process completes.

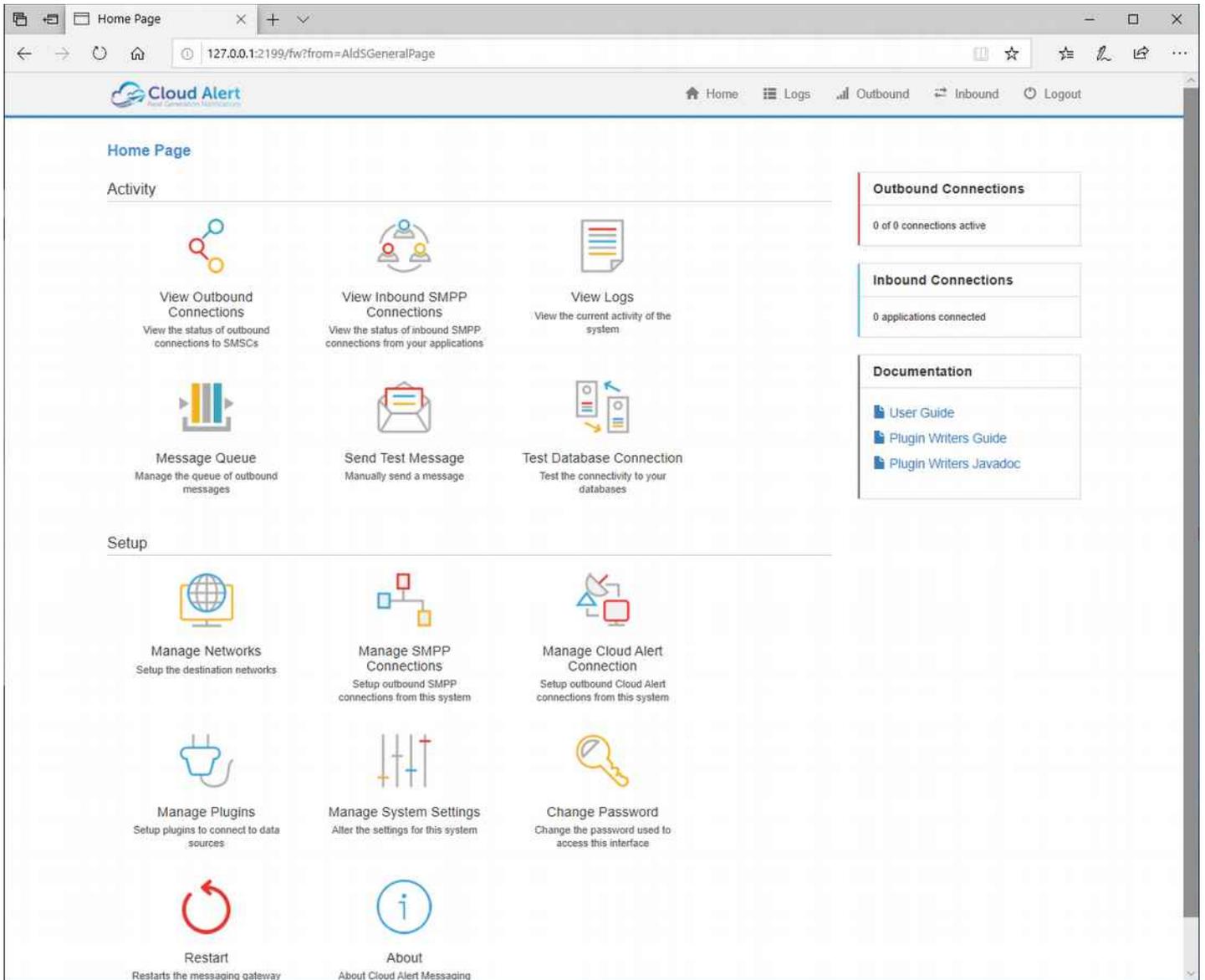


25. Once the process completes, you will receive an authentication code on the email address which you had specified during the start of the setup. Kindly enter the authentication code in the **Account Verification** window and click on the **Verify** button to verify the code.

The screenshot shows a web browser window with the following details:

- Browser tab: Account Verification
- Address bar: 127.0.0.1:2199/fwGetPostWaitPage
- Page Header: Cloud Alert (Next Generation Alerting) with navigation links: Home, Logs, Outbound, Inbound, Logout.
- Section Header: **Account Verification**
- Text: Please enter below the authentication code that has been sent to your email address.
- Note: NOTE: Fields marked with \* are required.
- Form: A text input field labeled "authentication Code \*" with a cursor inside.
- Button: A blue "Verify" button located at the bottom right of the page.

26. Upon verification, the setup is now complete and the Home page of the Messaging Gateway is loaded.



To learn more about the Messaging Gateway, refer to the **User Guide** present in the **Documentation** section.