



CCAI Services Configuration

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HTTP Proxy Settings in Call Server

For Agent Answers and other CCAI services to function, the Call server must be connected to the internet. Enable direct access to the internet or configure HTTP proxy settings in the Call server. To configure HTTP proxy settings in Call server, perform the following steps:

Procedure

- Step 1** Open Windows regedit in the Call server.
- Step 2** Go to `HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432Node\Apache Software Foundation\Procrun 2.0\CallServer\Parameters\Java\Options`.
- Step 3** Add the following entries:
- ```
-Dhttp.proxyHost=<proxy IP>
-Dhttp.proxyPort=<proxy port>
-Dorg.apache.httpclient.useProxyProperties=true
-Dhttp.nonProxyHosts=<hostname>
```
- Step 4** Restart the CVP Call server from Windows services.
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### HTTP Proxy Settings in OAMP Server

For Agent Answers and other CCAI services to function, the OAMP server must be connected to the internet. Enable direct access to the internet or configure HTTP proxy settings in the OAMP server. To configure HTTP proxy settings in OAMP server, perform the following steps:

#### Procedure

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- Step 1** Open Windows regedit in the OAMP server.

**Step 2** Go to HKEY\_LOCAL\_MACHINE\SOFTWARE\WOW6432Node\Apache Software Foundation\Procrun 2.0\OPSConsoleServer\Parameters\Java\Options.

**Step 3** Add the following entries:

```
-Dhttp.proxyHost=<proxy IP>
-Dhttp.proxyPort=<proxy port>
-Dorg.apache.httpclient.useProxyProperties=true
-Dhttp.nonProxyHosts=<hostname>
```

**Step 4** Restart the OAMP server from Windows services.

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