

## HowTo - Setup a Reverse Proxy in Apache for webchat

### INFORMATION

Apache web servers enable multiple methods of implementing reverse proxies. The following is the tested and supported configuration for implementing reverse proxying on an Apache web server with Multimedia Contact Center.

NOTE: This method assumes the reverse proxying is being done for a Virtual Host, but this method can also be used at the Main Site level.

To set up a reverse proxy, the web administrator must enable specific modules in their http.conf file and add and configure fields to define their website's routing rules for reverse proxying.

To configure reverse proxy on an Apache web server

1. On your Apache web server, open your http.conf file in an editor.
2. Enable the following modules:

- LoadModule dir\_module modules/mod\_dir.so
- LoadModule env\_module modules/mod\_env.so
- LoadModule filter\_module modules/mod\_filter.so
- LoadModule headers\_module modules/mod\_headers.so
- LoadModule include\_module modules/mod\_include.so
- LoadModule log\_config\_module modules/mod\_log\_config.so
- LoadModule proxy\_module modules/mod\_proxy.so
- LoadModule proxy\_connect\_module modules/mod\_proxy\_connect.so
- LoadModule proxy\_html\_module modules/mod\_proxy\_html.so
- LoadModule proxy\_http\_module modules/mod\_proxy\_http.so
- LoadModule proxy\_wstunnel\_module modules/mod\_proxy\_wstunnel.so
- LoadModule request\_module modules/mod\_request.so
- LoadModule setenvif\_module modules/mod\_setenvif.so
- LoadModule substitute\_module modules/mod\_substitute.so
- LoadModule xml2enc\_module modules/mod\_xml2enc.so

3. In your site configuration section, add the following:

```
<VirtualHost *:80>
  ServerName [Server Name]
  ProxyPreserveHost Off
  RequestHeader unset Accept-Encoding
  FilterDeclare MICCFILTER
  FilterProvider MICCFILTER SUBSTITUTE "%{REQUEST_URI} =~ m#^/#"
  DocumentRoot "[Website Root]"
  <Directory "[File Path]">
    Options Indexes FollowSymLinks
    AllowOverride None
    Require all granted
  </Directory>
  <LocationMatch "(?<CCMWABASE>(?)ccmwa)">
    ProxyPassMatch "[Enterprise Server IP Address]"
    FilterChain + MICCFILTER
    Substitute "s|http(s)?://[Enterprise Server IP Address]/ccmwa/(.*)|http$1://[WebSiteURL]/$2|i"
```

```
</LocationMatch>  
#LogLevel debug  
</VirtualHost>
```

4. Replace **[ServerName]** with your server name. For example, www.wickedtix.com
5. Replace **[Website Root]** with the root of the website through which you are offering chat. For example, C:\SALES\WickedTixNew.
6. Replace **[File Path]** with the file path to the website through which you are offering chat. For example, C:\SALES\WickedTixNew.
7. Replace **[Enterprise Server IP Address]** with your MiContact Center Enterprise Server IP Address.
8. Replace **[WebSite URL]** with the URL of the website through which you are offering chat. For example, www.wickedtix.com/ccmwa/.
9. If you are not including CCMWa in the WebSite URL, replace ccmwa in LocationMatch with the appropriate extension on the URL.
10. Save and close http.conf.
11. Restart your Apache web server.

## APPLIES TO

MiCC Webchat Version 8.0 and newer

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