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Conversation Manager Product Guide

Prerequisites

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Prerequisites

To work with Genesys Mobile Services (GMS), you must ensure that your system meets the software requirements established in the Genesys Supported Operating Environment Reference Manual, as well as meeting the following minimum requirements:

Hardware Requirements

The following are minimum requirements:

- CPU: Quad core
- Memory: 4GB
- Disk: 160GB
- At least 2-3 nodes recommended for redundancy and availability

OS Requirements

- [Genesys Supported Operating Environment Reference Guide](#)

Important

For Linux installations, the Linux compatibility packages must be installed prior to installing the Genesys IPs.

Browser Support

- [Genesys Supported Operating Environment Reference Guide](#)

Java Requirements

- Before 8.5.103, Callback requires JDK 7.
- Starting in 8.5.103, Callback requires JDK 8.

Tip

Edit JAVA_HOME to point to the JDK installation folder, for example, C:\Program Files\Java\<your JDK>.

Cassandra Support on Linux

- Cassandra 2.x: Tested version is 2.2.9

Tip

Cassandra is not required if you deploy Genesys Mobile Environment for Chat API V2, Email API V2, and Open Media API V2.

Genesys Environment

In addition to having a **Genesys Management Framework 8.1** environment installed and running, the following table lists the Genesys components that are used with a GMS installation.

Genesys Component	Minimum Version Required	Comments
Orchestration Server (ORS)	8.1.400.26	Optional, installed and running: <ul style="list-style-type: none">• An HTTP port must be enabled in the related Application object.• The ORS server must use the Orchestration Server type in Configuration Manager. <p>Important You need a minimum of ORS 8.1.300.30 to be able to do Load Balancing with GMS.</p>
Universal Routing Server (URS)	8.1.400.39	Mandatory, required for the GMS services and if you plan to use URS-based dialing in Callback applications.
Interaction Routing Designer (IRD)	8.1.400.26	Mandatory, required for strategies running on URS.

Prerequisites

Genesys Component	Minimum Version Required	Comments
SIP Server	8.1.100.67	<ul style="list-style-type: none"> SIP or Inbound Voice is required for agents. SIP Server is recommended for outbound calling for Callback.
Chat Server	8.1.000.26	Used for Chat support.
	8.5.105+	Required if you plan to use features related to file management.
	8.5.109+	Required if you plan to use Digital Channels Chat over CometD API feature.
Interaction Server	8.0.200.11	Used for Chat support.
Stat Server	8.x	Used to obtain statistics.
Media Server	8.1.410.33	Used for Callback services, in order to play treatments and use Call Progress Detection (CPD) for outbound calls.
Resource Manager	8.1.410.13	Used for Callback services, in order to play treatments and use Call Progress Detection (CPD) for outbound calls.
Workspace Desktop Edition	(optional) 8.5.111.21	Support for Genesys Callback . This component is not mandatory.