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Framework Deployment Guide

Message Server

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Message Server

To deploy Message Server, do the following:

1. Configure a Message Server Application object. **[+] Show steps**

Prerequisites

- A Database Access Point for the Log Database is configured.
- You are logged in to Genesys Administrator.

Procedure

1. In Genesys Administrator, go to Provisioning > Environment > Applications, and select New in the toolbar. This opens a Browse dialog box that lists the available application templates. If a Message Server template file is not listed, do one of the following:
 - **Import** the Message_Server_<current-version>.apd file from the Management Framework 8.1 product CD.
 - **Create** a new template and repeat this step.
2. In the Browse dialog box, select the Message Server template file. The Configuration tab for the new Message Server Application object appears in the Details panel.
3. In the General section:
 - Enter a descriptive name in the Name field; for example, MsgServer.
 - Add a connection to the Log Database DAP. In the Connections field:
 - i. Click Add.
 - ii. Enter the properties of the connection in the Connection Info dialog box.
 - iii. Click OK.
4. In the Server Info section:
 - a. In the Host field, click the magnifying glass icon to select the host on which this Message Server is running.
 - b. For each listening port that an application must use to connect to Message Server:
 - i. In the Listening Ports field, click Add.
 - ii. Enter the port properties in the Port Info dialog box.
 - iii. Click OK.
 - c. For the Working Directory, Command Line, and Command Line Arguments fields, do one of the following:
 - Enter the appropriate information in the three text boxes. For information about command-line parameters, see **Message Server**.

- Type a period (.) in the Working Directory and Command Line text boxes, and leave the Command Line Arguments text box blank. The information will be filled in automatically when you install Message Server, but only if the Installation Package can connect to Configuration Server.
5. If you want Message Server to direct log events to the Log Database, on the Options tab:
 - a. In the drop-down list in the top-right corner, select Options if not already selected.
 - b. In the messages section, change the value of the db_storage option to true.
 6. Click Save or Apply in the toolbar to save the new object. The new object will appear in the list of applications.

2. Install Message Server. **[+] Show steps**

On UNIX

Warning

During installation on UNIX, all files are copied into the directory you specify. The install process does not create any subdirectories within this directory, so do not install different products into the same directory.

Prerequisite

- A Message Server Application object exists.

Procedure

1. On the Management Framework 8.1 product CD in the appropriate management_layer/message_server/<operating_system> directory, locate a shell script called install.sh.
2. Type the file name at the command prompt, and press Enter.
3. To specify the host name for this Message Server, do one of the following:
 - Type the name of the host, and press Enter.
 - Press Enter to select the current host.
4. Enter the Configuration Server host name, and press Enter.
5. Enter the Configuration Server network port, and press Enter.
6. Enter the Configuration Server user name, and press Enter.
7. Enter the Configuration Server password, and press Enter.
8. The installation displays the list of Application objects of the specified type configured on this Host object. Type the number corresponding to the Message Server Application object you configured above, and press Enter.

9. To specify the destination directory, do one of the following:
 - Press Enter to accept the default.
 - Enter the full path of the directory, and press Enter.
10. If the target installation directory has files in it, do one of the following:
 - Type 1 to back up all the files in the directory, and press Enter. Specify the path to which you want the files backed up, and press Enter.
 - Type 2 to overwrite only the files in this installation package, and press Enter. Then type y to confirm your selection, and press Enter.
Use this option only if the application already installed operates properly.
 - Type 3 to erase all files in this directory before continuing with the installation, and press Enter. Then type y to confirm your selection, and press Enter.

The list of file names will appear on the screen as the files are copied to the destination directory.
11. For the product version to install, do one of the following:
 - Type 32 to select the 32-bit version, and press Enter.
 - Type 64 to select the 64-bit version, and press Enter.

On Windows

Warning

Genesys does not recommend installation of its components via a Microsoft Remote Desktop connection. The installation should be performed locally.

Prerequisite

- A Message Server Application object exists.

Procedure

1. On the Management Framework 8.1 product CD in the appropriate management_layer\message_server\windows directory, locate and double-click setup.exe to start the Genesys Installation Wizard.
2. Click About on the wizard's Welcome page to review the read_me file. The file also contains a link to the server's Release Notes file.
3. Click Next to start the installation.
4. On the Connection Parameters to the Genesys Configuration Server page, specify the host name, port, user name, and password of Configuration Server, and then click Next.
5. On the Select Application page, select the name of the Message Server Application object that

you configured above, and then click Next.

6. On the Choose Destination Location page, the wizard displays the destination directory if specified in the Working Directory property of the server's Application object during configuration. If you entered a period (.) in this field when configuring the object, or if the path specified in this property is invalid, the wizard generates a path to the destination directory in the C:\Program Files\GCTI\<Product Name> format.

If necessary, click one of the following:

- Browse to select another destination folder. In this case, the wizard will update the Application object's Working Directory property in the Configuration Database.
- Default to reinstate the path specified in the Working Directory property.

Click Next to proceed.

7. On the Ready to Install page, click one of the following:

- Back to update any installation information.
- Install to proceed with the installation.

8. On the Installation Complete page, click Finish.

As a result of the installation, the wizard adds Application icons to the:

- Windows Start menu, under Programs > Genesys Solutions > Management Layer.
- Windows Add or Remove Programs window, as a Genesys server.
- Windows Services list, as a Genesys service, with Automatic startup type.