



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Framework Deployment Guide

Message Server

12/19/2025

# Message Server

To deploy Message Server, do the following:

1. Configure a Message Server Application object.

## Prerequisites

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

## Procedure

- a. 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.
- b. 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.
- c. 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**.
- d. 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:
    1. In the **Listening Ports** field, click **Add**.
    2. Enter the port properties in the **Port Info** dialog box.
    3. 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.

- e. 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**.
  - f. 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.

## 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

- a. 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**.
- b. Type the file name at the command prompt, and press **Enter**.
- c. 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.
- d. Enter the Configuration Server host name, and press **Enter**.
- e. Enter the Configuration Server network port, and press **Enter**.
- f. Enter the Configuration Server user name, and press **Enter**.
- g. Enter the Configuration Server password, and press **Enter**.
- h. 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**.
- i. 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**.

j. 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.

k. 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

- a. 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.
- b. 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.
- c. Click **Next** to start the installation.
- d. 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**.
- e. On the **Select Application** page, select the name of the Message Server Application object that you configured above, and then click **Next**.
- f. 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, do one of the following:

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

Click **Next** to proceed.

g. On the **Ready to Install** page, do one of the following:

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

h. 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.

3. If required, configure Windows Authentication with an MS SQL Server by doing the following:

- a. Ensure that a Message Server process is enabled for Windows Authentication.
- b. Configure access to the MS SQL Log Database for Message Server. In the **DB Info** section of **Configuration** tab for the Database Access Point of the MS SQL Log Database, configure one of the following as appropriate:
  - If you are using a Trusted user, enter `trusted` in the **User Name** field.
  - If you are using a Data Source Name (DSN), enter the name of the DBMS and Log database in the **DBMS Name** and **Database Name** fields, respectively.

Refer to "Windows Authentication with MS SQL Server" in the [Microsoft SQL Server Databases](#) section of the *Framework Database Connectivity Guide* for details.