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Genesys Mobile Services Deployment Guide

Installing

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Installing

Installation Overview

 **Note:** Before you begin with the installation process, be sure that your environment meets the minimum requirements specified on [Planning](#).

Installing Genesys Mobile Service is a process that consists of the following tasks:

1. [Create a Genesys Mobile Services configuration object](#)
2. [Install Genesys Services Gateway](#)

You will repeat each of these tasks for each Genesys Mobile Services instance (or node) that you want to create in your Genesys environment.

Detailed steps for each task are available on this page.

Once the installation is complete, additional configuration is required before your Genesys Mobile Services deployment is ready to use. For more information refer to [Next Steps](#).

Creating an Application Object in Configuration Manager

Before installing Genesys Mobile Services, use the template included with your installation package to create a Application object in Configuration Manager and provide some basic configuration details.

Starting Configuration Manager

Purpose: To start the Configuration Manager tool, which allows you to create the Genesys Mobile Services Application object and to configure Genesys Mobile Services options.

 **Note:** Configuration objects can also be created and configured in Genesys Administrator. Refer to the Framework 8.1 Genesys Administrator Help for information.

Start of Procedure

1. Open Configuration Manager on your PC.
2. Enter the following information in the dialog box:
 - User name: Name of *Person* object defined in Configuration Manager.
 - User password: Password of *Person* object defined in Configuration Manager.
 - Application: Enter the name of the Configuration Manager Application object or default.

- Host name: Name of the computer on which Configuration Server is running.
 - Port: Port number used by Configuration Server.
3. Click *OK* to start Configuration Manager.

End of Procedure

Importing the Genesys Mobile Services Application Template

Purpose: To import the Application Template associated with Genesys Mobile Services using Configuration Manager.

Start of Procedure

1. In Configuration Manager, select *Environment > Application Templates*.
2. Right-click *Application Templates*.
3. From the shortcut menu that opens, select *Import Application Template*.
4. In the dialog box, navigate to the file for the Genesys Mobile Services Application Template. This template is included with your IP as *\Templates\GMS_810.apd*.
5. Select this file and click *Open*.
6. In the Properties dialog box, click *OK*.

End of Procedure

Creating/Configuring the Genesys Mobile Services Application Object

Purpose: To create and configure an Application object for Genesys Mobile Services.

Prerequisites: [Import the Application Template](#).

Start of Procedure

1. In Configuration Manager, select *Environment > Applications*.
2. Right-click either the *Applications* folder or the subfolder in which you want to create your Application object.
3. From the shortcut menu that opens, select *New > Application*.
4. In the Open dialog box, locate the GMS_810 template that you imported, and double-click it to open the Genesys Mobile Services Application object.
5. Select the *General* tab and change the Application name (if desired).
Note: The Application name should not contain spaces.
6. Make sure that the *State Enabled* check box is selected.
7. In a multi-tenant environment, select the *Tenants* tab and set up the list of tenants that use your Genesys Mobile Services application.
8. Click the *Server Info* tab and select the following:
 - *Host*—the name of the host on which Genesys Mobile Services resides.

- *Port*—the port through which communication with Genesys Mobile Services can be established. After you select a Host, a default port is provided for your convenience. You select the port and click *Edit Port* or you can configure a new port by clicking *Add Port*. Either action brings up the New Port Info dialog box.
9. Select the *Start Info* tab and enter dummy values in *Working Directory* and *Command Line* fields.
Note: The values entered at this time will be overwritten when Genesys Mobile Services is installed. These fields are required to save the Application object, however.
 10. Select the Connections tab and specify all the servers to which Genesys Mobile Services must connect:
 - Orchestration Server (ORS)
 11. Click OK to save your configured Application object.

End of Procedure

Further configuration can take place after your Genesys Mobile Services installation is complete. For details about additional configuration options, refer to [Configuring](#).

Installing Genesys Mobile Services

With basic Configuration Server details in place, you are ready to complete the installation process.

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

Install Genesys Mobile Services

Purpose: To install the Genesys Mobile Services in your environment.

Prerequisites: [Create and configure a Genesys Mobile Services Application Object](#).

Start of Procedure

1. In your installation package, locate and double-click the setup application for your platform as specified below. The Install Shield opens the welcome screen.
 - Linux: *install.sh*
 - Windows: *setup.exe*
2. Click *Next*. The *Connection Parameters to the Configuration Server* screen appears.
3. Under *Host*, specify the host name and port number where Configuration Server is running. (This is the main "listening" port entered in the Server Info tab for Configuration Server, which is also used for authentication in the Configuration Manager login dialog box.)
4. Under *User*, enter the user name and password for logging on to Configuration Server.
5. Click *Next*. The Select Application screen appears.
6. Select the Genesys Mobile Services Application that you are installing. The Application Properties area shows the Type, Host, Working Directory, Command Line executable, and Command Line Arguments information previously entered in the Server Info and Start Info tabs of the selected Application object.

7. Click *Next*. The *Choose Destination Location* screen appears.
8. Under *Destination Folder*, keep the default value or browse for the desired installation location.
9. Click *Next*. The *Server Configuration Parameters* screen appears.
10. Specify whether this instance of Genesys Mobile Services is going to be the primary or backup server. In either case, you also need to specify the amount of RAM dedicated to maintaining the Apache Cassandra database that Genesys Mobile Services uses for its operations. If you make this instance a Backup Server then you also need to specify the IP Address of the primary Genesys Mobile Services server before continuing.
11. Click *Next*. The Ready to Install screen appears.
12. Click *Install*. The Genesys Installation Wizard indicates it is performing the requested operation for Orchestration Server. When through, the Installation Complete screen appears.
13. Click *Finish* to complete your installation of Genesys Mobile Services.

End of Procedure

Next Steps

Although the installation is complete, there are several additional steps required before using Genesys Mobile Services.

- **Configure** Genesys Mobile Services options that determines how services behave and how this product works with Orchestration Server. The configuration details steps provided here are required for Genesys Mobile Services to run correctly.
- Review the **sample applications** included with this installation to help understand how you can leverage Genesys Mobile Services in your own development.

You may also want to consult the **Genesys Mobile Services API Reference** to get a better idea of what services are available to you.