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Genesys Mobile Services Deployment Guide

Prerequisites

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Contents

- 1 Prerequisites
 - 1.1 Hardware Requirements
 - 1.2 OS Requirements
 - 1.3 Java Requirements
 - 1.4 Genesys Environment

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

- 4 GB RAM, or greater

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.

Java Requirements

- GMS requires a JDK.
- GMS is compatible with the latest version of JDK 7.

Genesys Environment

In addition to having a [Genesys Management Framework](#) 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)	8.1.3x	Optional, installed and running, with an HTTP port enabled in the related Application object.
Universal Routing Server (URS)	8.1.300.19	Mandatory, required for the GMS services.
Interaction Routing Designer (IRD)	8.1.300.22	Mandatory, required for strategies running on URS.
SIP Server	8.1.100.67	Mandatory, required for route point calls and incoming calls.

Prerequisites

Genesys Component	Minimum Version Required	Comments
Chat Server	8.1.000.26	Used for Chat support.
Web API Server	8.1.200.05	Used for Chat support.
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	8.1.410.33	Used for Callback services, in order to play treatments and use Call Progress Detection (CPD) for outbound calls.