GENESYS™

Genesys Mobile Services Deployment Guide

Creating an Application Object

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Contents

Creating an Application Object

Before installing Genesys Mobile Services, use the templates included with your installation package to create an Application object in Configuration Manager and provide some basic configuration details. The following templates are provided:

- **ApplicationCluster_850.apd** - This template is for deploying all GMS's into the same cluster. The Cluster Application will contain shared configuration for GMS nodes.

- **GMS_850.apd** - This template is used to deploy GMS with default options. For a single node deployment, the GMS ApplicationCluster_850.apd template is not required. (See the Single Node Deployment section.)

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

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.

Start

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

Importing the Genesys Mobile Services Application Templates

Purpose: To import the GMS Application templates using Configuration Manager.

Start

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. The following templates are included with your IP:

    • \Templates\ApplicationCluster_850.apd

    • \Templates\GMS_850.apd.

5. Select the ApplicationCluster_850.apd file and click *Open*.

6. In the Properties dialog box, click *OK*.

7. Repeat these steps to also import the GMS_850.apd template.

End

Next Steps:

• For a GMS cluster deployment, go to Cluster Deployment.

• For a single node deployment, go to Single Node Deployment.

Cluster Deployment

Creating and Configuring the GMS Application Cluster Object

Purpose: To create and configure a GMS Application Cluster object for Genesys Mobile Services.

Prerequisites: Import the Application Templates.

Start

1. In Configuration Manager, select *Environment > Applications*.

2. Right-click the *Applications* folder.

3. From the shortcut menu that opens, select *New > Folder*.

4. Select the *General* tab and, if desired, change the folder name (for example, ApplicationCluster_850). Do not use spaces in the folder name. Click *OK*.

5. Under Applications, right-click the folder that you just created.

6. From the shortcut menu that opens, select *New > Application*.

7. In the Open dialog box, locate the ApplicationCluster_850.apd template that you imported, and double-click it to open the Genesys Mobile Services Application object.

8. Select the *General* tab and, if desired, change the Application name (for example, ApplicationCluster_850). Do not use spaces in the Application name.

9. Make sure that the *State Enabled* check box is selected.

10. In a multi-tenant environment, select the *Tenants* tab and set up the list of tenants that use your Genesys Mobile Services application.

11. 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 can select the port and click *Edit Port* or you can configure a new port by clicking *Add Port*. Either action opens the New Port Info dialog box.

12. 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; however, having values in these fields is required to save the Application object.

13. Select the *Connections* tab and specify all of the servers to which Genesys Mobile Services must connect:

    • Orchestration Server (ORS) - optional

    • Statistics Server (Stat Server) - optional

    • Web API Server - optional

14. Click *Apply* to save your configured Application object. This creates the Application Cluster object. You must now add GMS nodes into your cluster by creating and configuring the GMS Application Object (Cluster).

End

Creating and Configuring the GMS Application Object (Cluster)

Purpose: To create and configure a GMS Application object for a GMS node that is part of a cluster.

Prerequisites:

• Import the Application Templates
• Create the GMS Application Cluster Object

Start

1. To create a GMS node in the cluster, right-click on your newly created Application Cluster object, and select *New > Application.*

2. In the Open dialog box, locate the GMS_850.apd template that you imported, and double-click it to open the Genesys Mobile Services Application object.

3. Select the *General* tab and change the Application name (for example, GMS_850_node1). Do not use spaces in the Application name.

4. Make sure that the *State Enabled* check box is selected.

5. In a multi-tenant environment, select the *Tenants* tab and set up the list of tenants that use your Genesys Mobile Services application.

6. 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 can select the port and click *Edit Port* or you can configure a new port by clicking *Add Port*. Either action opens the New Port Info dialog box.

7. 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; however, having values in these fields is required to save the Application object.

8. Select the *Connections* tab. Click *Add*, and select the GMS Application Cluster application that you just created in the procedure Creating and Configuring the GMS Application Cluster Object.

9. Select the *Options* tab. The following default options will be listed.

    - server

    - resources

    - push

    - patterns

    - Log

    - chat

10. To share these options across the GMS cluster, select all of the options, right-click, and then select *Copy*. **Note:** Copying the *server* option into the GMS Application Cluster is recommended for the GMS cluster in order to use a load-balancer mechanism.

11. Click *Apply* to save your configured application object (GMS node). You must now copy the options into the GMS Application Cluster application, and configure the *server* option.

12. Open the GMS Application Cluster application.

13. Paste the copied options into the *Options* tab, and then click *Apply* to save.

14. Click the *server* option, and select *external_url_base*. Change the value of this option to a load balancer (frontend of the cluster nodes). Note that this step is optional if the GMS cluster uses a load-balancer, otherwise each GMS application has its own *server* option. Click *Apply*.

15. Open the GMS node application, and remove (delete) the options that you copied into the GMS Application Cluster application. When GMS is installed and running, it will check the *Connections* for an application cluster and will read the options from the cluster.

16. Select the *Security* tab. You must add a user that is allowed to read/write data into GMS related configuration objects (for example, GMS Application, Transaction Lists for Resources/Patterns, and so on). **Important:** All applications in the cluster must follow these steps:

    - Create a specific user such as *GMS Admin* (not an agent) and add this user as a *Member of Administrator Group*. Alternatively, you can simply use the *Default* user, which is already part of the Administrator Group.

    - Click *Permissions* and then select *Environment\Administrators.*

    - In the *Log On As* group, select *This Account* and set *GMS Admin* for the account.

17. Select the *Annex* tab of the person who will be logging into the GMS Service Management UI. You must set a role-based security option to grant users access to the GMS Service Management UI.

    - Create a new gms section. This new gms section must go into the user that is allowed to log into the Service Management UI. **Note**: If an Administrator changes a user's role during a Service Management UI session, the user will have to disconnect/reconnect for the new role to go into effect.

- Add Option Name: `roles`

- Add Option Value:

  - `Supervisor` - role used to monitor/configure the Callback Management feature only.

  - `Administrator` - role used to administer GMS. This role provides access to all panels and includes the Supervisor role.

18. Click *Apply* to save your configured Application object. This GMS node is now connected with the GMS Application Cluster. Repeat this procedure for each GMS node that will be in the GMS Cluster (typically for a production environment, at least three nodes should be part of the GMS Cluster).

End

Next Steps: Install Genesys Mobile Services.

Single Node Deployment

Creating and Configuring the GMS Application Object (Single Node)

Purpose: To create and configure a GMS Application object for a single GMS node (no cluster).

Prerequisites:

- Import the Application Templates

Start

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_850.apd 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 (for example, GMS_850). Do not uses spaces in the Application name.

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 can select the port and click *Edit Port* or you can configure a new port by clicking *Add Port*. Either action opens 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; however, having values in these fields is required to save the Application object.

10. Select the *Connections* tab and specify all of the servers to which Genesys Mobile Services must connect:

- Orchestration Server (ORS) - optional

- Statistics Server (Stat Server) - optional

- Web API Server - optional

11. Select the *Security* tab. You must add a user that is allowed to read/write data into GMS related configuration objects (for example, GMS Application, Transaction Lists for Resources/Patterns, and so on). To do this:

- Create a specific user such as *GMS Admin* (not an agent) and add this user as a *Member of Administrator Group*. Alternatively, you can simply use the *Default* user, which is already part of the Administrator Group.

12. Select the *Annex* tab of the person who will be logging into the GMS Service Management UI. You must set a role-based security option to grant users access to the GMS Service Management UI.

- Create a new `gms` section. This new `gms` section must go into the user that is allowed to log into the Service Management UI. **Note**: If an Administrator changes a user's role during a Service Management UI session, the user will have to disconnect/reconnect for the new role to go into effect.

- Add Option Name: `roles`

- Add Option Value:

  - `Supervisor` - role used to monitor/configure the Callback Management feature only.

  - `Administrator` - role used to administer GMS. This role provides access to all panels and includes the Supervisor role.

- Click *Permissions* and then select *Environment\Administrators.*

- In the *Log On As* group, select *This Account* and set *GMS Admin* for the account.

13. Click *Apply* to save your configured Application object.

End

Next Steps: Install Genesys Mobile Services.