Genesys Mobile Services Deployment Guide

Setting ORS Dependencies

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Setting ORS Dependencies

Contents

You must perform the following configuration steps to enable the Orchestration Server (ORS) to work with your Genesys Mobile Services installation.

> **Important**
> You do not need ORS for chat scenarios.

Setting ORS Options

Start

1. Start Configuration Manager.
2. In Configuration Manager, select *Environment > Applications*.
3. Locate and open the Application object for your Orchestration Server.

> **Important**
> You must use the same Application object that the one in your GMS connections.

4. Select the *Options* tab.
5. Open the *orchestration* section.
6. Set the value of the option *parse-start-params* to *false.*
7. Set the value of the option *mcr-pull-by-this-node* to *true.*
8. Click *OK* to save your changes.

End

Deploying DFM Files

Included with your installation are special configuration files, called DFM, which are required for Orchestration Server-based services. These files define Genesys Mobile Services-specific SCXML constructs that are required for the execution of SCXML applications used within Orchestration Server-based Services. For the Orchestration Server-based Services to function correctly, the following DFM files need to be configured in your Orchestration Server Application object:

- Storage
- Notification

- Callback

- Genesys Mobile-Based Services

The latest DFM definition files are included with the GMS installation and are available for download through the Service Management User Interface.

> ### Important
> Starting 8.5.104, you must update the DFM files deployed locally with the latest version provided in the GMS Admin UI.

These files are default configuration files which need to be edited before being deployed. See Configuring DFMs. Details about deploying these DFM files in your environment are provided below.

After deploying these DFM files, you can use either an actual device with the demo application or an HTTP client (such as RestClient) to send API requests to Orchestration Server-based services. Refer to the Genesys Mobile Services API Reference for syntax of the requests.

> ### Important
> You must restart Orchestration Server after deploying DFM files for the changes to take effect.

Start

1. Download the DFM files from the Service Management User Interface.

2. Copy the DFM files onto your local file system where Orchestration Server (ORS) is running.

3. Start Configuration Manager.

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

5. Locate and open the Application object for your ORS. Note: This should be the same Application object you created a connection to when configuring your Genesys Mobile Services Application object.

6. Select the *Options* tab.

7. Click *Add* to create the *dfm* section.

8. In the *dfm* section, create and configure one option for each DFM, using the option value to specify the file path. Details are provided in the table below.

9. Click *OK* to save your changes.

10. Restart Orchestration Server (ORS). ORS reads the DFM configuration on startup.

End

List of DFM Options for Orchestration Server

Service	Option Name	Option Value
Storage	gsgStorage	file://c:\dfms\storage.jsp
Notification	gsgNotification	file://c:\dfms\notification.jsp
Genesys Mobile-Based Services	gsgBasedServices	file://c:\dfms\basedservices.jsp
Callback	gsgCallback	file://c:\dfms\callback.jsp
Statistics	gsgStatistics	file://c:\dfms\statistic.jsp

Additional ORS Configuration

See the Orchestration Server Deployment Guide to perform the following additional configuration steps.

1. Set up Cassandra for ORS session recovery and multimedia capability.

2. Set up the Cluster object in the transactions list object.

3. Set up the Application object in the transactions list object.

4. Valid customer numbers should include a + sign if needed. If true, edit the `valid-digits` option in the **gts** section of your SIP Switch object:
   ```
   [gts] valid-digits = +0123456789
   ```

   Refer to ORS documentation for further details.