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Genesys Mobile Services Deployment Guide

Install Genesys Mobile Services

5/8/2025

Install Genesys Mobile Services

Updated in 8.5.110 / Purpose: To install Genesys Mobile Services in your environment. In a cluster deployment, you must run the installation for each application node of the cluster.

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

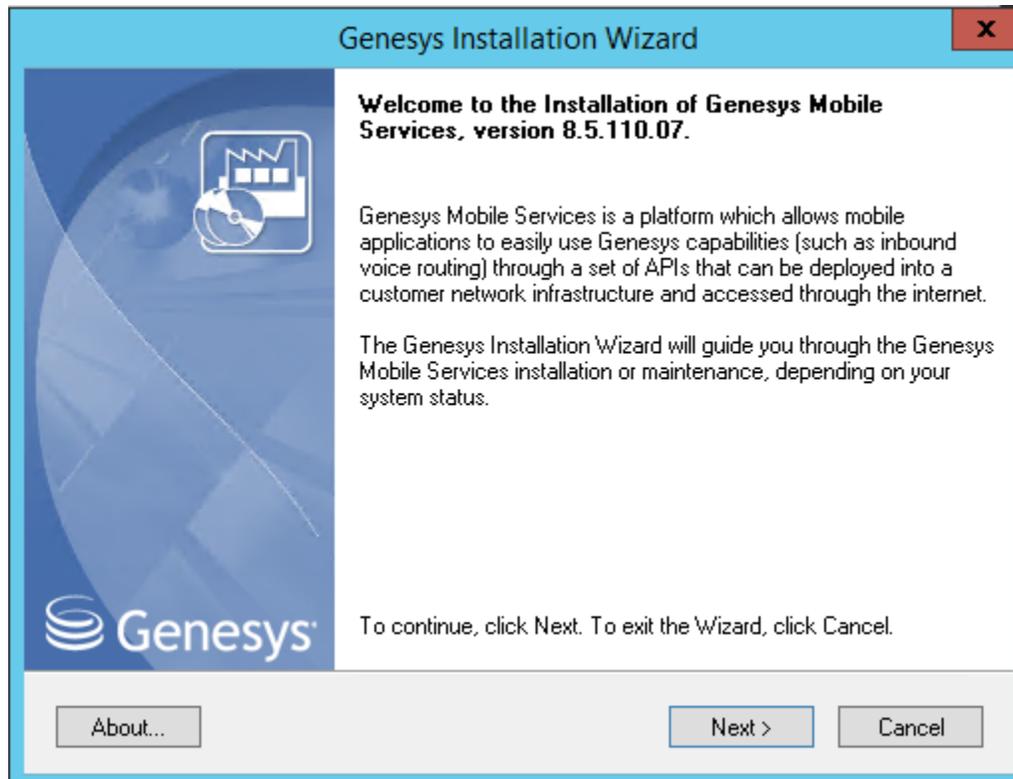
With basic Configuration Server details in place, you are ready to complete the installation process.

Important

Genesys does not recommend installation of its components via a Microsoft Remote Desktop connection. You should perform the installation locally.

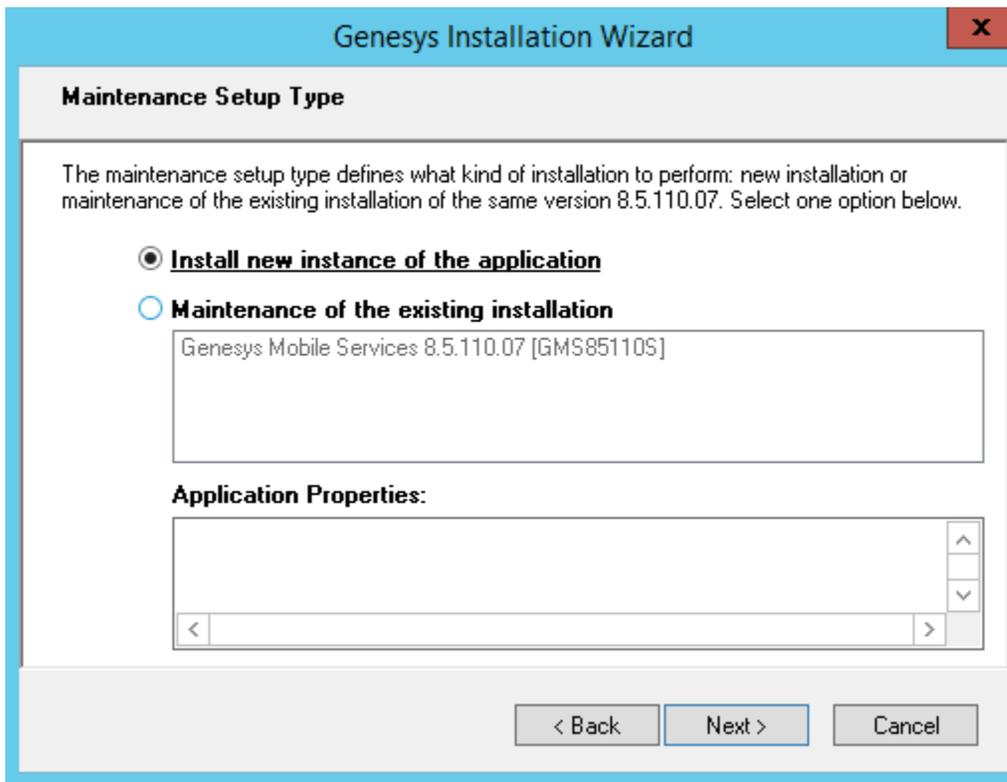
Installing Genesys Mobile Services on Windows

Start the Installation Wizard



In your installation package, locate and double-click the  `setup.exe` icon in windows or `install.sh` in Linux.

The installation starts. Click **Next** and follow the instructions below.



Select **Install new instance of the application** if you are installing GMS for the first time on this server. Select **Maintenance of the existing application** to upgrade Genesys Mobile Services and follow the steps detailed in the [Upgrade Genesys Mobile Services](#) section of this guide.

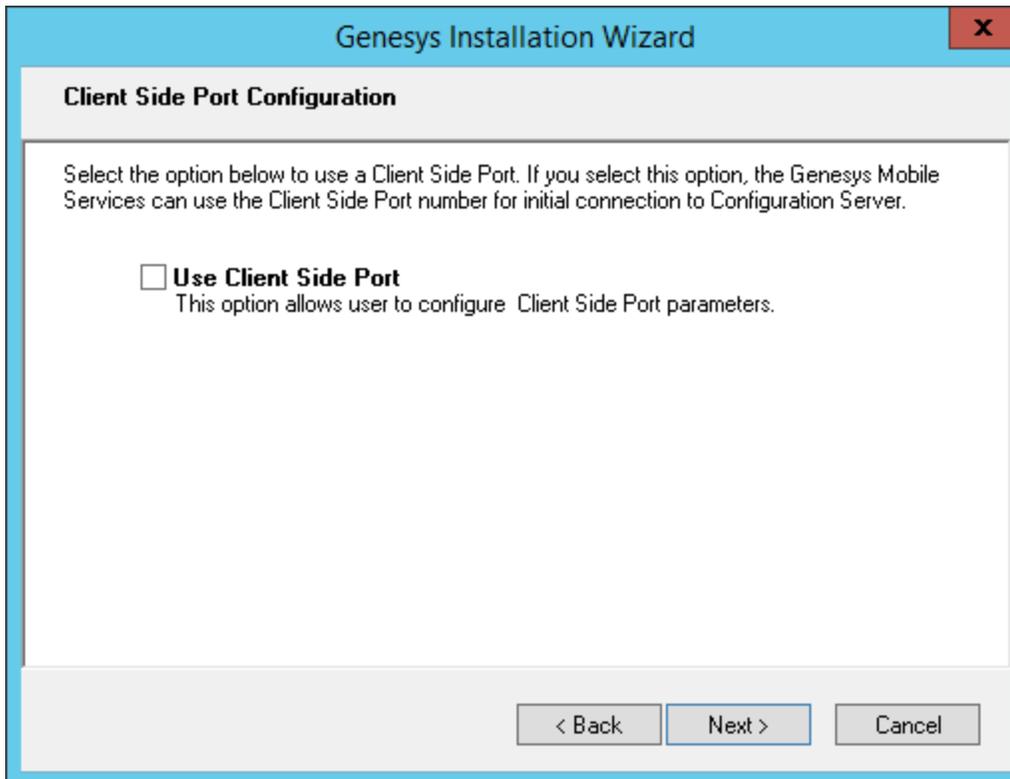
The screenshot shows a window titled "Genesys Installation Wizard" with a close button (X) in the top right corner. The main title of the window is "Connection Parameters to the Configuration Server". Below the title, there is a paragraph of text: "The parameters in the Host and User fields are required to establish a connection to Configuration Server." There are two main sections: "Host" and "User". The "Host" section has a text box for "Host name" containing "135.39.45.14" and a text box for "Port" containing "2020". The "User" section has a text box for "User name" containing "default" and a password field for "Password" filled with ten black dots. At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

In **Connection Parameters to the Configuration Server**, 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.)

Click **Next**.

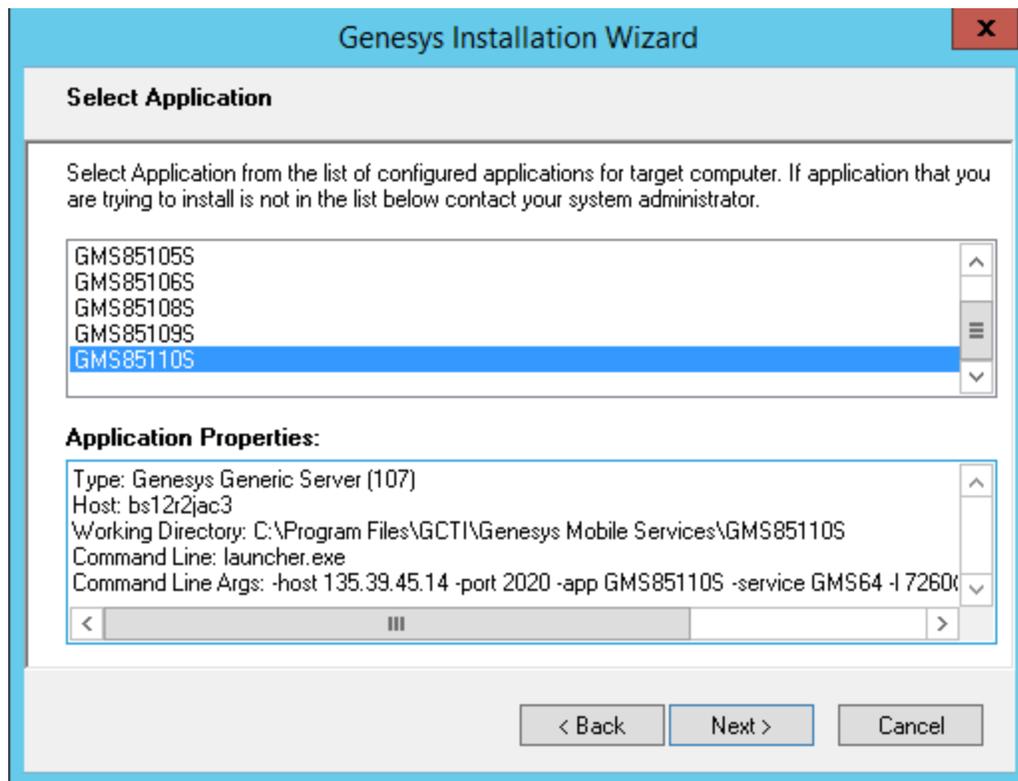
Important

When setting a user to connect to the Configuration Server, do not choose a user with an empty password. This would make your installation fail.



Select **Client Side Port** if GMS must communicate with the Configuration Server through specific ports, for example, if the Configuration Server is behind a firewall. Otherwise, click **Next**.

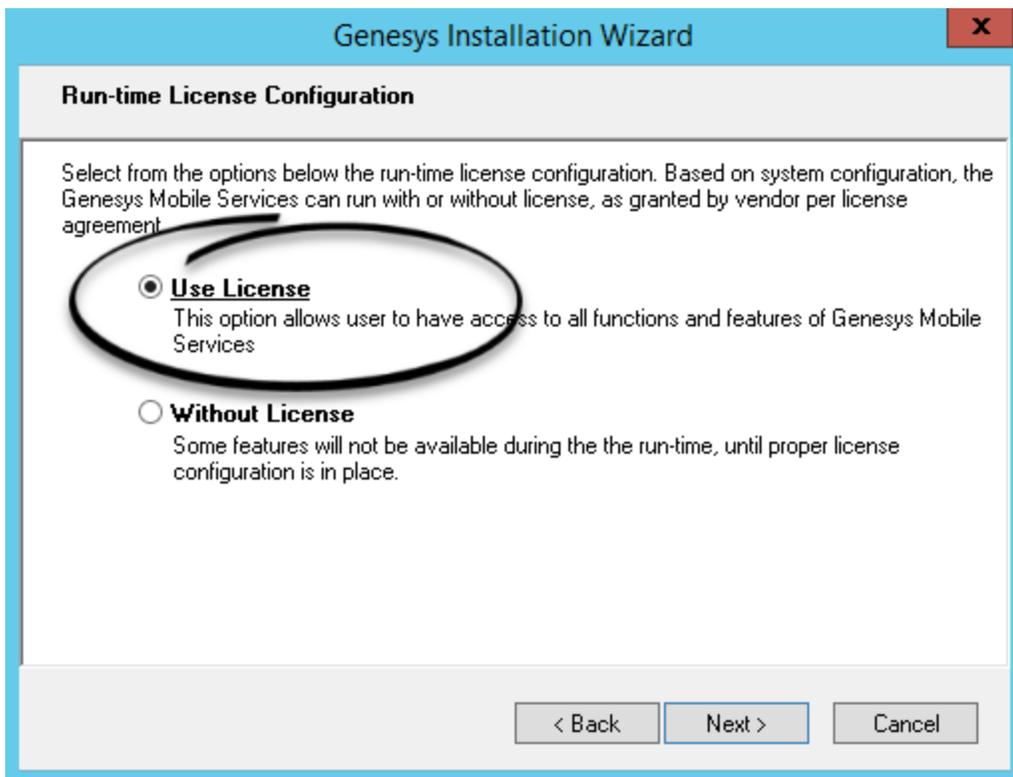
Select your application



Select the Genesys Mobile Services Application object that you created before the installation. The **Application Properties** area shows information previously entered in the **Server Info** and **Start Info** tabs of the selected Application object.

You cannot select a cluster application. You must install each node in a cluster deployment.

Select Use Licence



Select **Use Licence** if you want to use Context Services with GMS.

Important

You must purchase this specific license to use Context Services.

Genesys Installation Wizard [X]

Access to License

Select the license access type and parameters from the options below.

- License Manager**
Option requires information about parameters for the server where License Manager installed and running.
- License File**
Option requires full path to the License File location.

License Manager

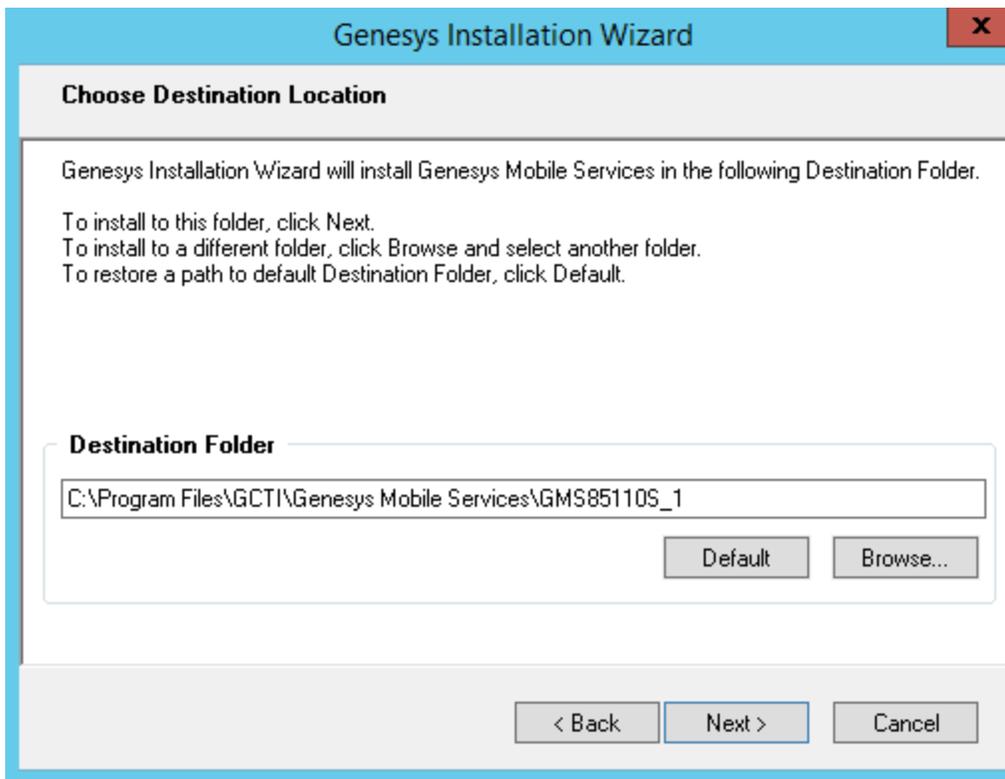
Specify Host name and Port for the machine where the FLEXlm License Manager is running.

Host name:

Port:

< Back Next > Cancel

Enter your License parameters and click **Next**.

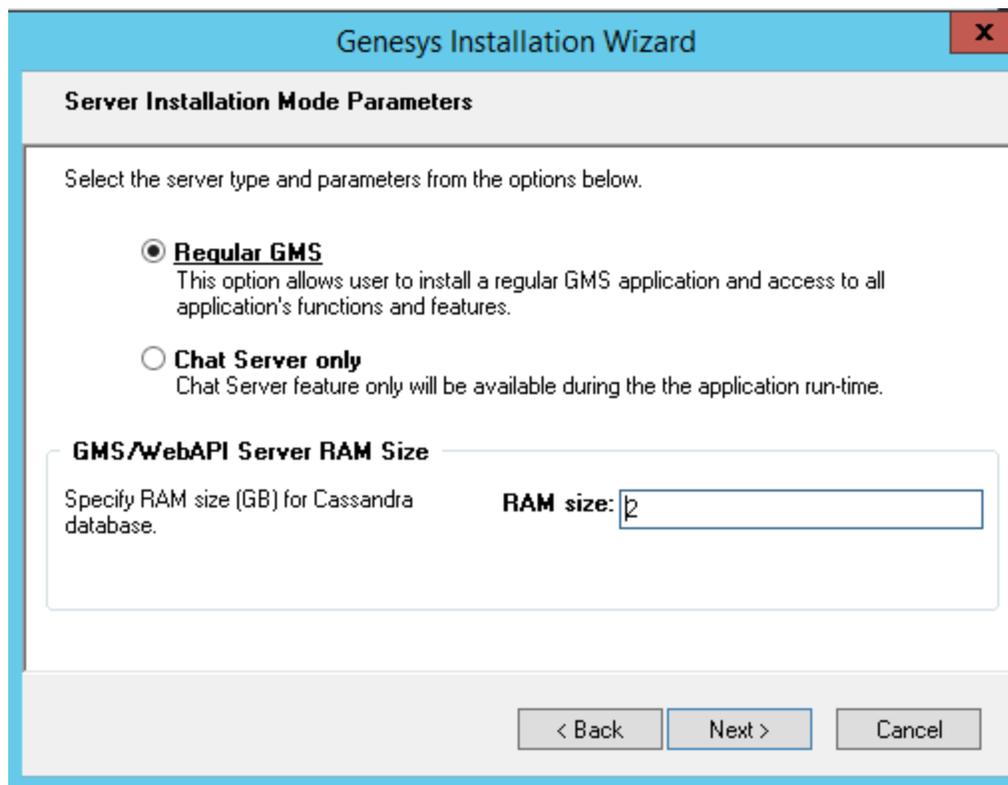


In **Choose Destination Location**, keep the default destination or browse for the desired installation location under **Destination Folder**.

The screenshot shows a window titled "Genesys Installation Wizard" with a close button (X) in the top right corner. Below the title bar is a header "GMS Jetty HTTP and HTTPS Port". The main content area is titled "GMS Jetty Ports" and contains the instruction "Specify GMS Jetty HTTP and HTTPS Ports." followed by two input fields: "HTTP:" with the value "8080" and "HTTPS:" with the value "8443". At the bottom of the window are three buttons: "< Back", "Next >" (highlighted in blue), and "Cancel".

In **GMS Jetty Ports**, enter the Jetty ports that will be used later to generate the [Jetty XML configuration snippet](#).

Select the Installation Type



Choose **Regular GMS** if you wish to implement voice scenarios, Callback, Context Services. This option enables the full GMS functionality—including the Digital Channels API. It also enables the samples for Chat API Version 1, Chat API Version 2, and GMS Chat. **Note:** This mode requires Cassandra.

Choose **Chat Server Only** to enable only the Digital Channels API—that is, Chat API Version 2 and Email API Version 2. When you choose this mode, you will not see the Cassandra installation panels, and none of the other GMS features—including the Chat API Version 1 and Chat samples—will work. Click **Next**.

Optional - Configure an External Cassandra

Always check this option if you are installing GMS on Windows

Genesys Installation Wizard

External Cassandra Instance Configuration

Select the option below to use an External Cassandra Instance.

Use External Cassandra Instance
This option allows user to configure External Cassandra Instance, if not selected the embedded Cassandra instance will be used.

Use Embedded Cassandra Instance

Configuration Options

Specify Cassandra Remote Nodes (comma delimited list of IP Addresses or Hosts). **Nodes:**

Specify Cassandra Server Port Number. **Port:**

< Back Next > Cancel

Important

Only for **Regular GMS** installation.

If you want to use the embedded Cassandra instance that is packaged with GMS, do not select the checkbox **Use Cassandra External Instance**. Else, select the checkbox and make sure that `create-embedded-server=false` in your GMS Configuration.

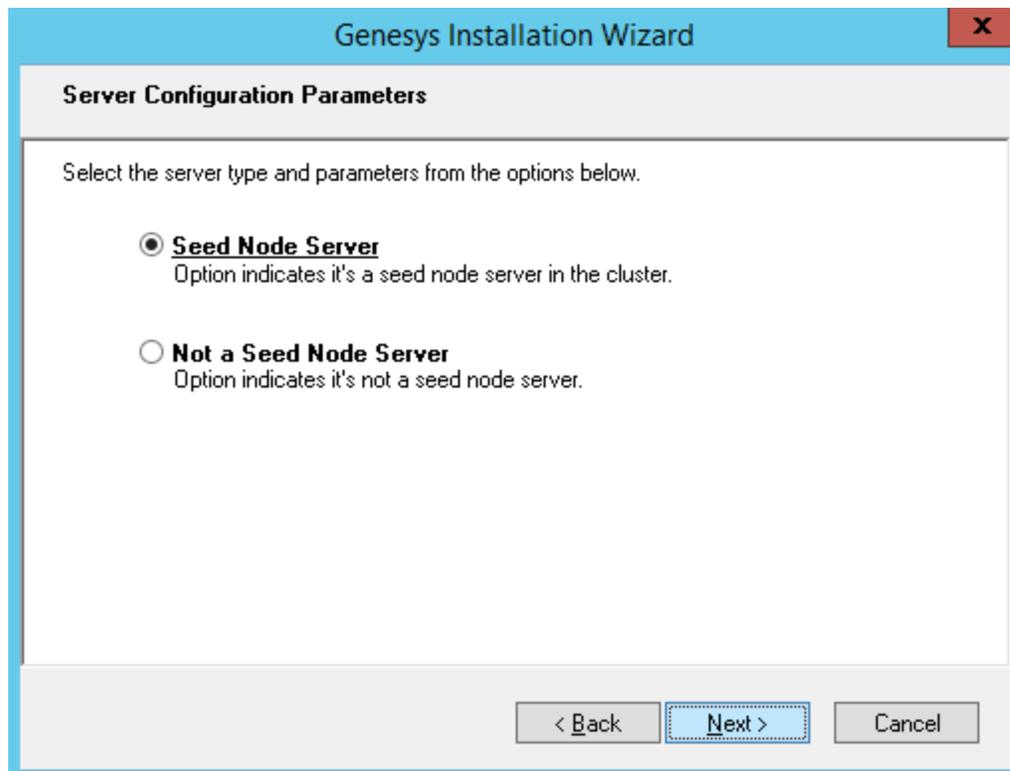
Enter the comma-separated list of Cassandra nodes, and for the port value, use the **rpc_port**. Note: **rpc_port** is the thrift port for client connections in the `cassandra.yaml` configuration file.

Click **Next**.

Warning

GMS does not support embedded Cassandra on a Windows host or for production usage. If you are installing GMS on a production server or on a Windows host, select an external Cassandra instance (which should be installed on a Linux host).

Optional - Configure the Embedded Cassandra



Important

Only for **Regular GMS** installation.

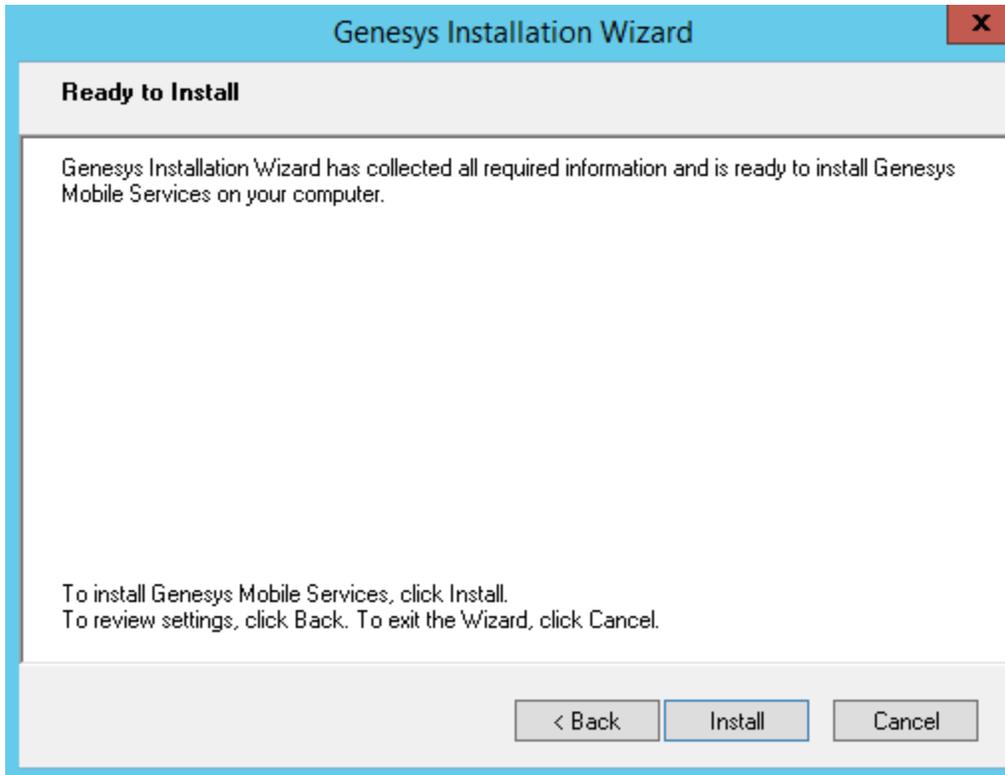
If you use the embedded Cassandra, specify whether this instance of Genesys Mobile Services is going to be a seed node server (a primary server within a GMS cluster). In either case, you also need to specify the amount of RAM dedicated to maintaining the Apache Cassandra database that Genesys Mobile Services uses for its operations (Genesys recommends allocating 2Gb of RAM for JVM).

Also, if you make this instance a backup server, you must specify the IP Address of the primary Genesys Mobile Services server before continuing.

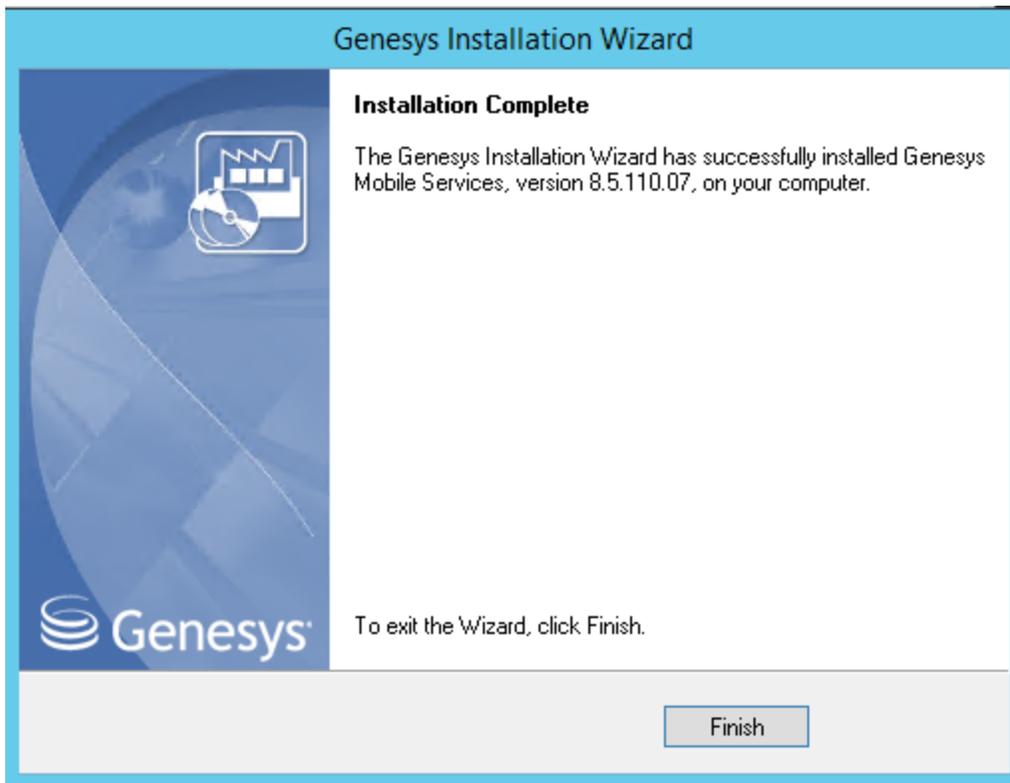
Finally, configure `create-schema=true` for the first start of the first GMS instance in order to create

the required Cassandra schemas.

Complete the Installation



The **Ready to Install** screen appears. Click **Install**. The Genesys Installation Wizard indicates that it is performing the requested operation.



When through, the **Installation Complete** screen appears. Click **Finish** to complete your installation of Genesys Mobile Services.

Repeat this procedure to install GMS on other hosts.

Installing Genesys Mobile Services on Linux

```
[genesys@bsjacentos7 gms-8.5.110.07]$ sh install.sh
*****
* Welcome to the Genesys 8.5 Installation Script *
*****

Installing Genesys Mobile Services, version 8.5.110.07

Please enter the hostname or press enter for "bsjacentos7" =>

Please enter the following information about your Configuration Server:

Configuration Server Hostname =>135.39.45.14
Network port =>2020
User name =>default
Password =>

Client Side Port Configuration
Select the option below to use a Client Side Port. If you select this option,
the application can use Client Side Port number for initial connection to
Configuration Server.

Do you want to use Client Side Port option (y/n)?n
```

To install Genesys Mobile Services on Linux, run the `sh install.sh` command to start the Installation Script. This step-by-step script will request the same inputs than detailed previously in the Windows Installation Wizard.

Optional - Test your installation

*** Server Info**

Tenants:

Name	State
Environment	Enabled

* Host:

* Listening Ports:

ID	Port
No objects to display	

* Working Directory:

* Command Line:

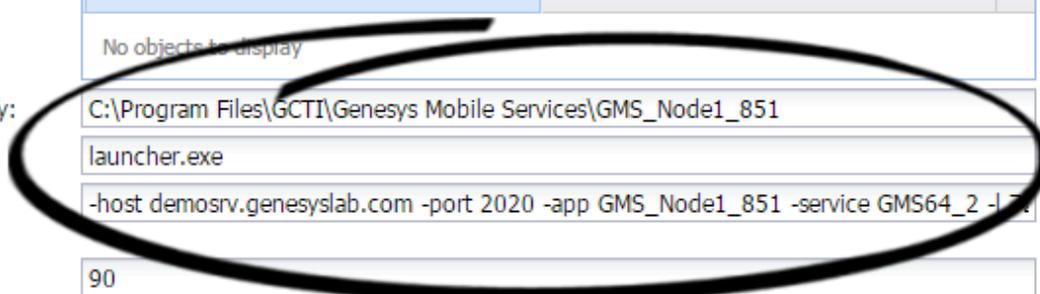
Command Line Arguments:

* Startup Timeout:

* Shutdown Timeout:

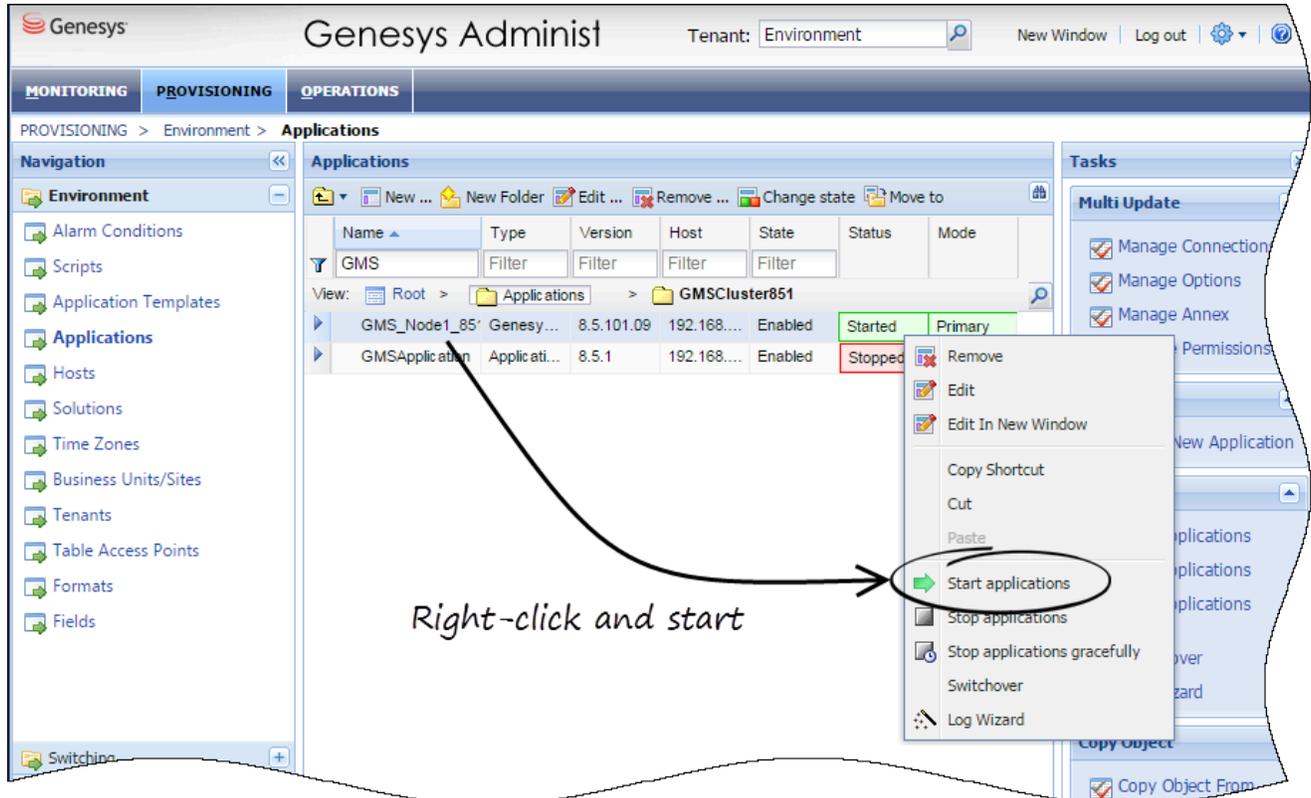
Backup Server:

* Redundancy Type:



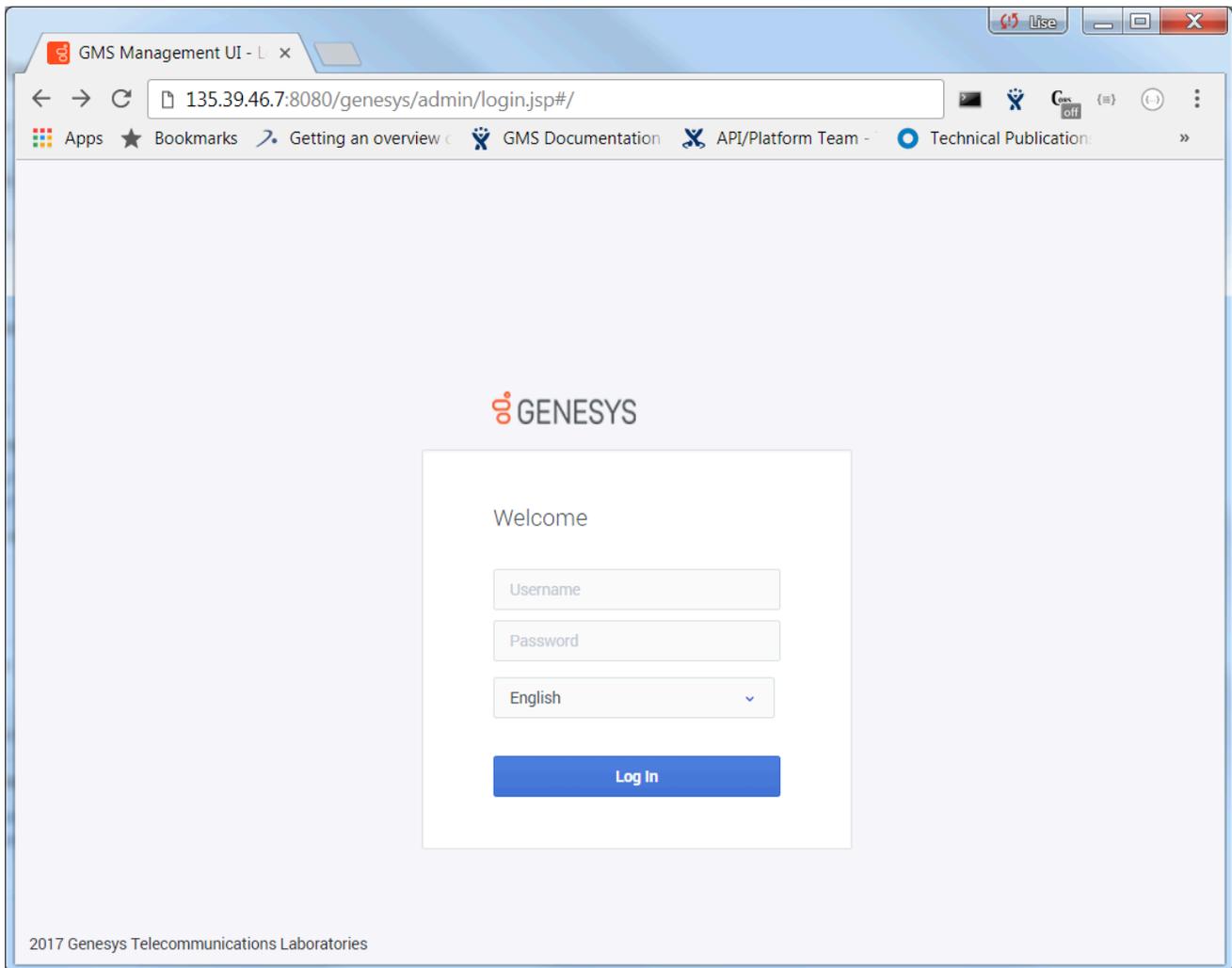
Edit your GMS application in Genesys Administrator. In the **Server Info** section, you should be able to verify that your installation updated the **Working directory** and the **Command Line** fields.

Start your GMS application and browse the Service Management UI



- If you are using Embedded Cassandra, check that you configured create-schema=true for the first start of the first GMS instance in order to create the required Cassandra schemas.
- If you are using External Cassandra, check that you configured create-embedded-server=false in your GMS Configuration.

In Genesys Administrator, start your GMS application.



Then, open your web browser for the following URL: <GMS Local Host>:8080/genesys

You should see the Service Management UI of your GMS application.

Next Steps: [Setting ORS dependencies.](#)