

GENESYS[®]

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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

	Genesys Installation Wizard
INM	Welcome to the Installation of Genesys Mobile Services, version 8.5.110.07.
	Genesys Mobile Services is a platform which allows mobile applications to easily use Genesys capabilities (such as inbound voice routing) through a set of APIs that can be deployed into a customer network infrastructure and accessed through the internet.
	The Genesys Installation Wizard will guide you through the Genesys Mobile Services installation or maintenance, depending on your system status.
Senesys ⁻	To continue, click Next. To exit the Wizard, click Cancel.
About	Next > Cancel

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.

Genesys Installation Wizard
Maintenance Setup Type
The maintenance setup type defines what kind of installation to perform: new installation or maintenance of the existing installation of the same version 8.5.110.07. Select one option below.
Install new instance of the application
Maintenance of the existing installation
Genesys Mobile Services 8.5.110.07 [GMS85110S]
Application Properties:
< Back Next > Cancel

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.

Genesys I	nstallation Wizard
Connection Parameters to the Conf	figuration Server
The parameters in the Host and User fields Server. Host	s are required to establish a connection to Configuration
Specify the host name and port number for the machine on which Configuration Serve is running.	r Host name: 135.39.45.14 Port: 2020
User	
Specify your Configuration Server user name and password.	User name: default
	Password:
	< Back Next > 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.

Genesys Installation Wizard
Client Side Port Configuration
Select the option below to use a Client Side Port. If you select this option, the Genesys Mobile Services can use the Client Side Port number for initial connection to Configuration Server.
Use Client Side Port This option allows user to configure Client Side Port parameters.
< Back Next > Cancel

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

Genesys Installation Wizard	x
Select Application	
Select Application from the list of configured applications for target computer. If application that are trying to install is not in the list below contact your system administrator.	you
GMS85105S GMS85106S GMS85108S GMS85109S GMS85110S	
Application Properties: Type: Genesys Generic Server (107) Host: bs12r2jac3 Working Directory: C:\Program Files\GCTI\Genesys Mobile Services\GMS85110S Command Line: launcher.exe Command Line Args: -host 135.39.45.14 -port 2020 -app GMS85110S -service GMS64 -I 7260 <	
< Back Next > Cancel	

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

Genesys Installation Wizard
Run-time License Configuration
Select from the options below the run-time license configuration. Based on system configuration, the Genesys Mobile Services can run with or without license, as granted by vendor per license agreement This option allows user to have access to all functions and features of Genesys Mobile Services Without License Some features will not be available during the the run-time, until proper license configuration is in place.
< Back Next > Cancel

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
Access to License	
Select the license access type and para	meters from the options below.
 License Manager Option requires information a installed and running. License File Option requires full path to th 	bout parameters for the server where License Manager ne License File location.
License Manager	
Specify Host name and Port for the machine where the FLEXIm License Manager is runing.	Host name: 135,39.45.14 Port: 7260
	< Back Next > Cancel

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

Genesys Installation Wizard
Choose Destination Location
Genesys Installation Wizard will install Genesys Mobile Services in the following Destination Folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder. To restore a path to default Destination Folder, click Default.
C:\Program Files\GCTI\Genesys Mobile Services\GMS85110S_1
Default Browse
< Back Next > Cancel

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

Genesys	Installation Wizard
GMS Jetty HTTP and HTTPs Port	
C GMS Jetty Ports	
Specify GMS Jetty HTTP and HTTPS Ports.	HTTP: 8080 HTTPS: 8443
	< Back Next > 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

Genesys II	nstallation Wizard	x
Server Installation Mode Parameter	\$	
Select the server type and parameters from	n the options below.	
 Regular GMS This option allows user to insta application's functions and feat Chat Server only Chat Server feature only will be GMS/WebAPI Server RAM Size 	II a regular GMS application and access to all tures. e available during the the application run-time.	
Specify RAM size (GB) for Cassandra database.	RAM size: 2	
	< Back Next > Cance	el

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 cl	heck this option if you
/ are instal	ling GMS on Windows
Genesys Inst	allation Wizard
External Cassandra Instance Configura	ation
Select the option below to use an External Cas	ssandra Instance.
♥ ✓ Use External Cassandra Insta This option allows user to configure embedded Cassandra instance will	<u>ance</u> e External Cassandra Instance, if not selected the II be used.
Configuration Options	
Specify Cassandra Remote Nodes (comma delimited list of IP Addresses or Hosts).	Nodes: 135.39.45.172
Specify Cassandra Server Port Number.	Port: 9160
	< <u>B</u> ack <u>N</u> ext > Cancel

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-

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.

Important

Only for **Regular GMS** installation.

embedded-server=false in your GMS Configuration.

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

Genesys Ir	nstallation Wizard	x
Server Configuration Parameters		
Select the server type and parameters from	n the options below.	
Seed Node Server Option indicates it's a seed node	de server in the cluster.	
O Not a Seed Node Server Option indicates it's not a seed	node server.	
	(Back Next) Cano	2
		-

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

Genesys Installation Wizard					
Ready to Install					
Genesys Installation Wizard has collected all required information and is ready to install Genesys Mobile Services on your computer.					
To install Genesys Mobile Services, click Install. To review settings, click Back. To exit the Wizard, click Cancel.					
< Back Install Cancel					

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

Genesys Installation Wizard					
	Installation Complete The Genesys Installation Wizard has successfully installed Genesys Mobile Services, version 8.5.110.07, on your computer.				
S Genesys	To exit the Wizard, click Finish. Finish				

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

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:	Add 🍪 Edit 🙀 Remove						
	Name 🔺	State					
	Environment	Enabled					
* Host:	192.168.10.98	Q ×					
* Listening Ports:	🗖 Add 🎡 Edit 🙀 Remove						
	ID 🔺	Port					
	No objects to display						
* Working Directory:	C:\Program Files\GCTI\Genesys Mobile Services\GMS_Node1_851						
* Command Line:	launcher.exe						
Command Line Arguments:	-host demosrv.genesyslab.com -port 2020	-app GMS_Node1_851 -service GMS64_2 -					
* Startup Timeout:	90						
* Shutdown Timeout:	90						
Backup Server:	[Unknown Backup Server]	٩					
* Redundancy Type:	Not Specified	~					

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

Senesys:	Genesys A	dminist	t Ter	ant: Environ	ment	P	New V	Vindow Log o	ut 🕸 🕶 🞯
MONITORING PROVISIONING	OPERATIONS								
PROVISIONING > Environment > Applications									
Navigation 《	Applications							Tasks	
🕞 Environment 📃	🔁 🔻 📄 New 🍐 N	ew Folder 📝 Edi	it 🙀 Remove	🔂 Change s	tate 🔁 Mo	ove to	68	Multi Updat	e /
📑 Alarm Conditions	Name 🔺	Type Ve	ersion Host	State	Status	Mode	•	Manag	e Connection
🕞 Scripts	GMS	Filter Fil	lter Filter	Filter				Manag	e Ontions
Application Templates	View: Root > [Applic ations	> 🗋 GMS	Cluster851			2	Manag	
Applications	GMS_Node1_85	Genesy 8.5	5.101.09 192.16	3 Enabled	Started	Prima	iry	Manay	Pormissiond
- Hosts	GMSApplication	Applicati 8.5	5.1 192.16	3 Enabled	Stopped	Ren	nove		Permissions
Solutions		\backslash				Edit			4
Time Zones	Edit In New W					In New Win	dow	New Application	
Business Units/Sites	Copy Shortcu				y Shortcut				
Tenants						Cut			
Table Access Points						Pas	te		plications
					\rightarrow	star	tapplication		plications
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- 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.

🕄 GMS Management UI - L 🗙			£5 Ur		
← → C 🗋 135.39.46.7:8080/genesys/a	🔤 😤	Cons {≡}	()		
🗰 Apps 🔺 Bookmarks 🥕 Getting an overvie	ew 🤄 🍟 GMS Documentation	🗶 API/Platform Team -	Technical Public	ations	»
	<mark>ਰ</mark> GENESYS				
	Welcome				
	Username				
	Password				
	English	~			
	Log In				
2017 Genesys Telecommunications Laboratories					

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.