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Genesys Mobile Services Deployment Guide

Upgrade Genesys Mobile Services

12/19/2025

Upgrade Genesys Mobile Services

To upgrade GMS, run the Installation package and follow the instructions detailed below. Then, follow the **additional** upgrade steps introduced with the version that you chose for upgrading.

Linux Upgrade

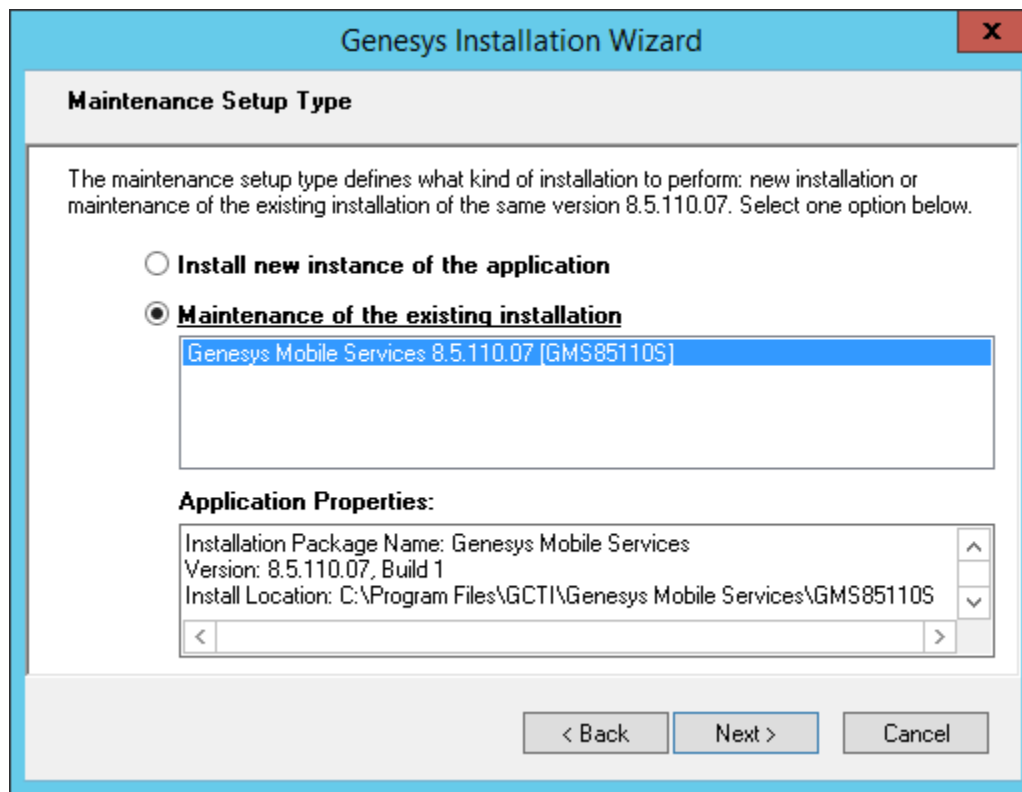
If you want to upgrade GMS on Linux, just run the installation command as if you were installing GMS for the first time.

```
sh install.sh
```

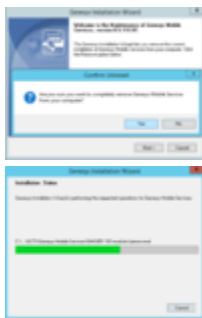
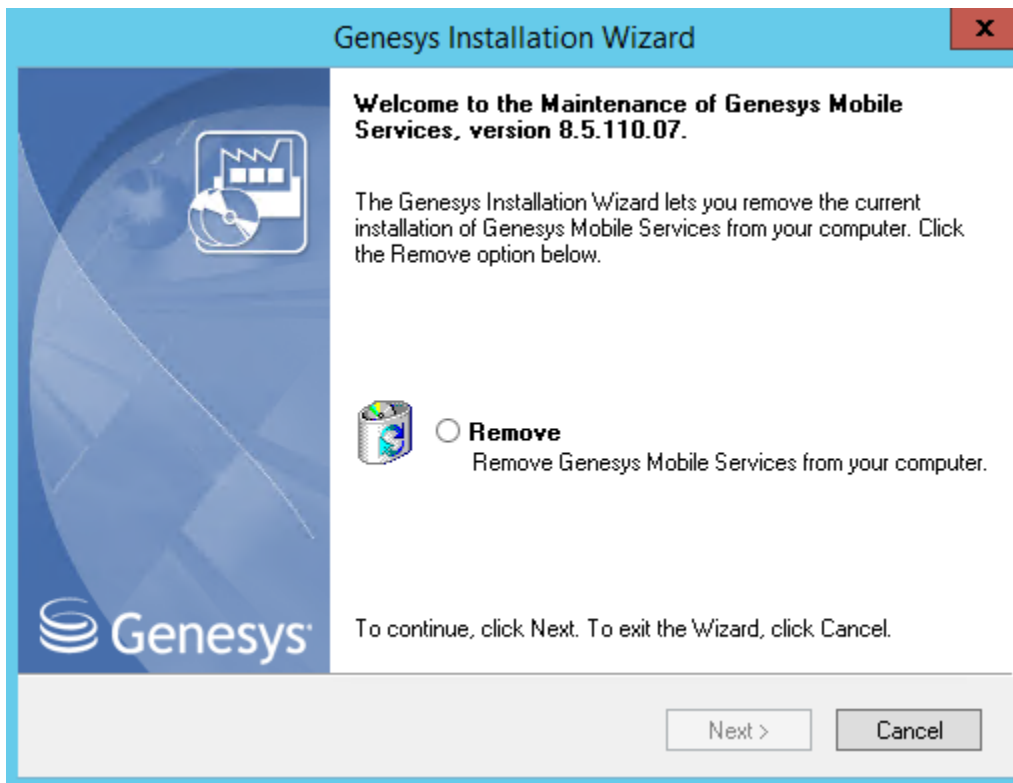
There is no specific step required for upgrading GMS.

Windows Upgrade

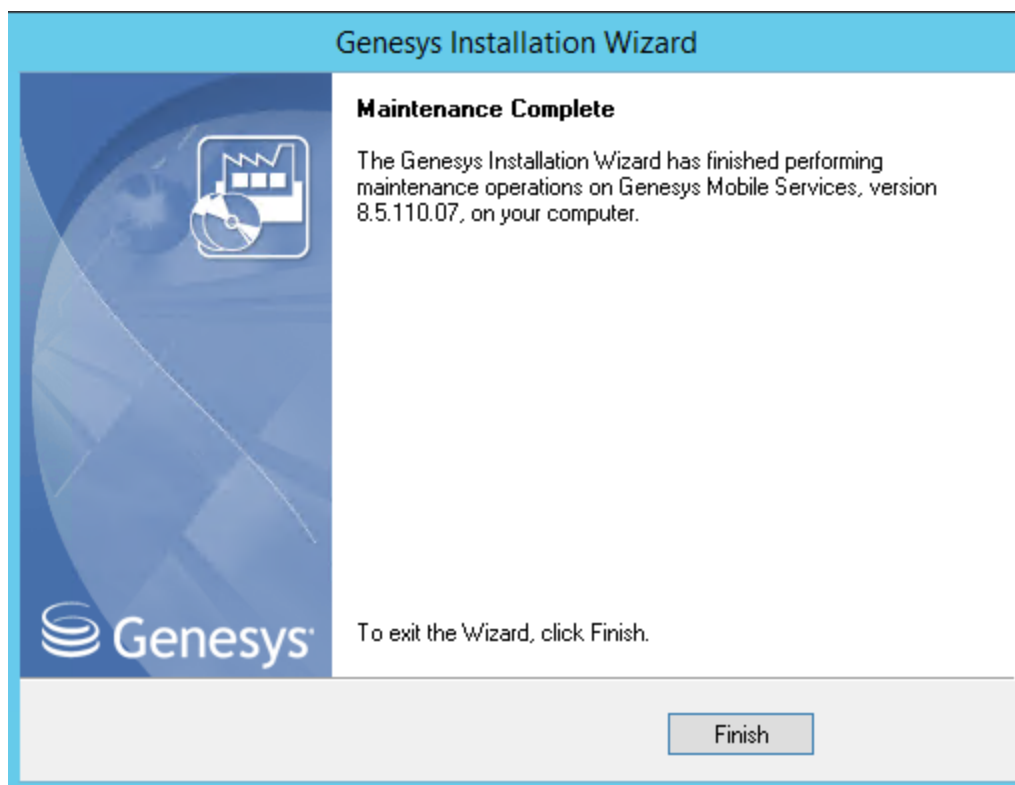
The **Installation Wizard** will prompt you to select the maintenance setup type on your GMS application.



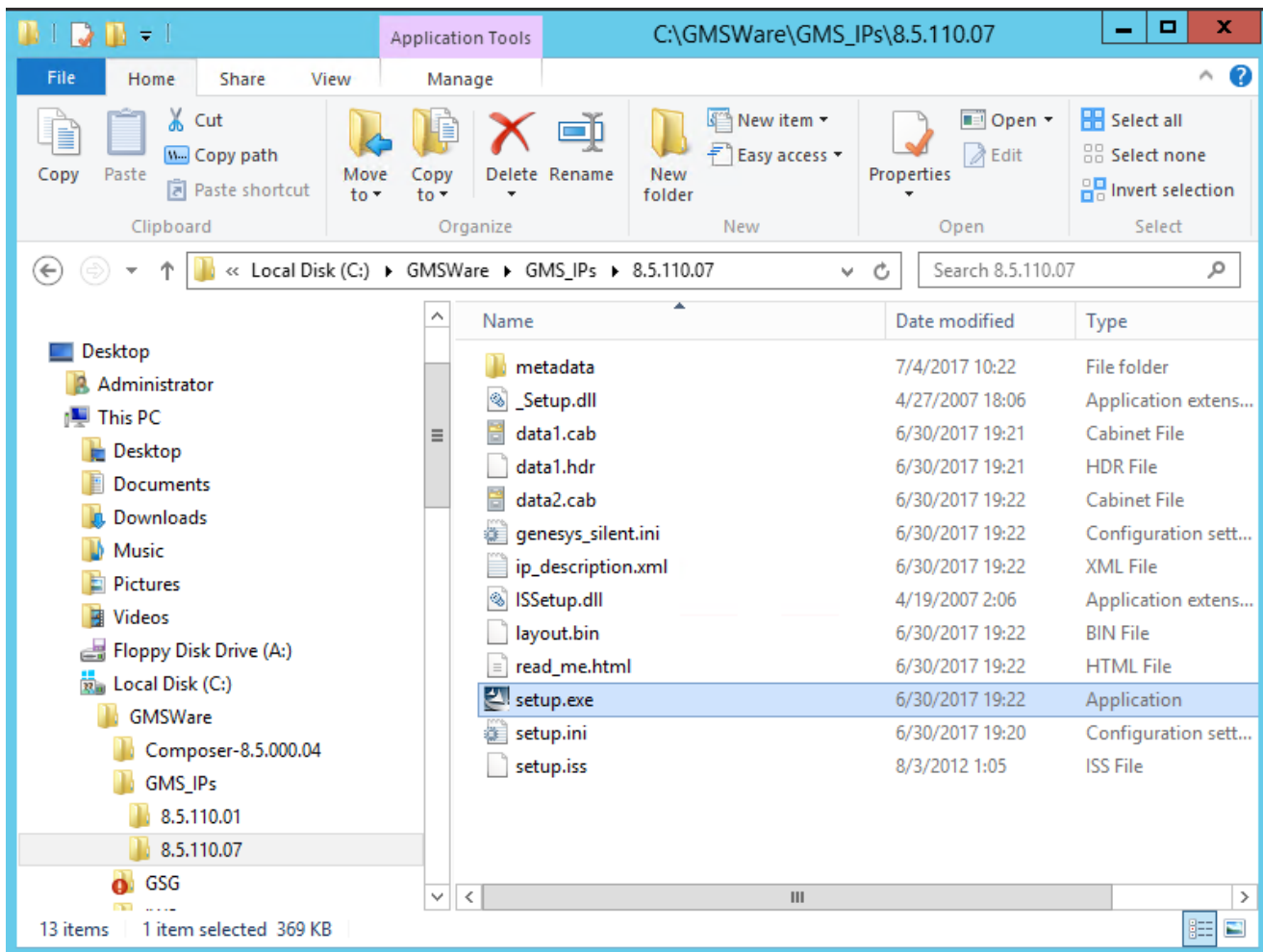
Select **Maintenance of the existing application** to upgrade Genesys Mobile Services.



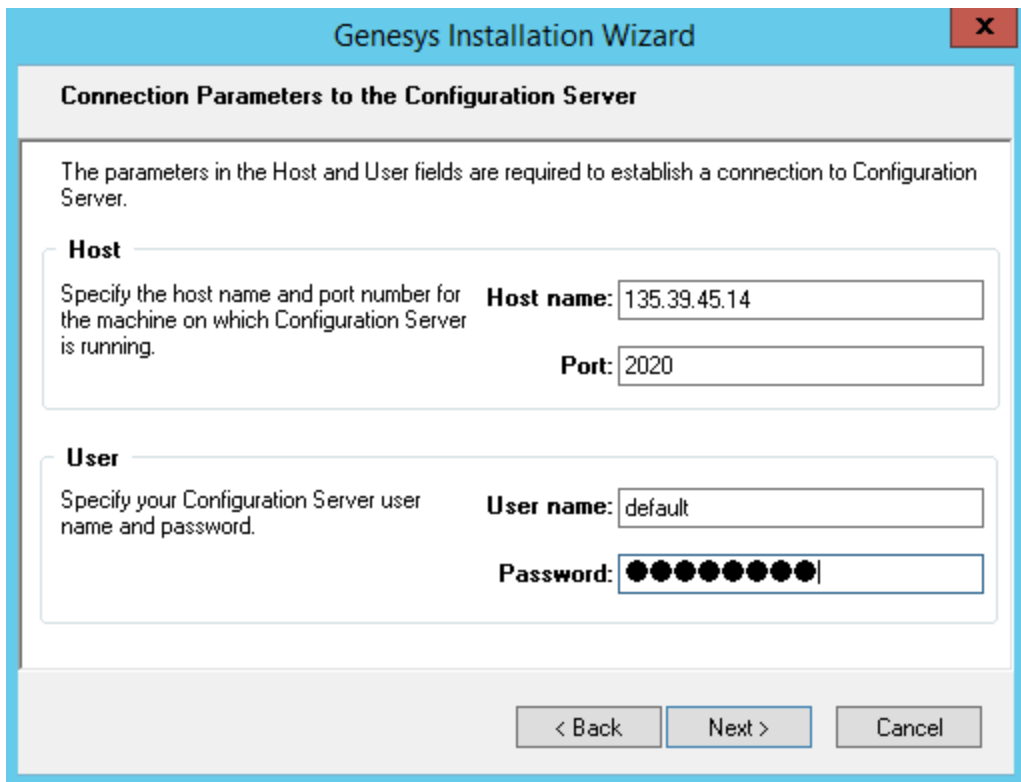
The next prompt will start the removal of the current GMS installation.



Once the previous version is removed, the Wizard indicates that the Maintenance operation is done. Click **Finish**. This action will end the Installation Wizard.



Then, you can run the Installation Wizard again.



The screenshot shows the 'Genesys Installation Wizard' window. The title bar is blue with the text 'Genesys Installation Wizard' and a red close button. The main content area has a light gray header 'Connection Parameters to the Configuration Server'. Below this, a text box explains: 'The parameters in the Host and User fields are required to establish a connection to Configuration Server.' There are two sections: 'Host' and 'User'. The 'Host' section has a text box for 'Host name' with the value '135.39.45.14' and a text box for 'Port' with the value '2020'. The 'User' section has a text box for 'User name' with the value 'default' and a password field for 'Password' with ten black dots. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'.

The Installation Wizard will start the installation of the new version.

Additional Upgrade Instructions Per Release

If GMS has external Cassandra configured, when you upgrade GMS, you need to import the Callback Template from the new GMS installation directory. Start the Service Management UI, **upload** the <GMS Installation Directory>/service_templates/callback.zip file, and restart ORS.

Starting in 8.5.102, Cassandra schemas are compatible with GMS 8.5.105+ and do **not** require any upgrade. But if you upgrade from GMS versions older than 8.5.102, you will need to manually update the Cassandra schemas in **one** of your nodes (not all). See details [here](#).

Important

The latest strategies for download are available here: [URS Callback strategies](#).

The following subsections detail the additional upgrade instructions (if any) that were introduced with a given version number.

8.5.208.09

Import the `GMS_URS_Strategy_85208_v2.67` strategy available for download in the [Callback Solution guide](#).

8.5.206.04

GMS no longer supports embedded Cassandra. To migrate from embedded Cassandra to external Cassandra, proceed as follows:

1. Deploy a new GMS Cluster and new GMS nodes that use external Cassandra.
2. Reroute requests to the new GMS cluster.
3. Wait for in-progress customer operations to finish in the embedded Cassandra.
4. Stop the GMS node which uses embedded Cassandra.

8.5.201.04

Import the `GMS_URS_Strategy_85200_v2.64.1.zip` strategy available for download in the [Callback Solution guide](#).

8.5.200.07

- The minimum required version for URS is now 8.1.400.47.

8.5.114.09

- GMS now requires Interaction Routing Designer (IRD) 8.1.400.26 and Universal Routing Server (URS) 8.1.400.39. Upgrade these servers, and then import the latest `GMS_URS_Strategy_85114_v2.63.zip` strategy as detailed in the [Callback Solution guide](#).
- The GMS configuration options of the **lab** section were moved to the **features** section.

8.5.112.05

To use the new `_urs_vq_priority_boost_on_connect` option, import the `GMS_URS_Strategy_85109_v2.58.zip` strategy available for download in the [Callback Solution guide](#).

8.5.111.04

If you enabled the Bulk and Cancel feature in 8.5.110, rename the `enable-bulk-cancel-and-export-callback` option to `disable-bulk-cancel-and-export-callback` and set its value to `false`.

8.5.109.08

Release 8.5.109.08 or later requires the [download and update](#) of the following strategies:

- WaitForTarget version 2.5+
- SetRouteDelay version 2.1+

If you are upgrading from a version older than 8.5.109.05, you may need to modify the configuration option `_enable_in_queue_checking`. By default, this option blocks all the Callback requests issued from a customer number that has already appeared twice in a queue. If you wish to keep the previous behavior (with no automatic blocking), set this option to `false`.

Older Versions

If you are upgrading from 8.5.104 or earlier, install GMS as usual, and then **update the DFM files** to ensure correct callback processing.