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# Genesys Mobile Services Deployment Guide

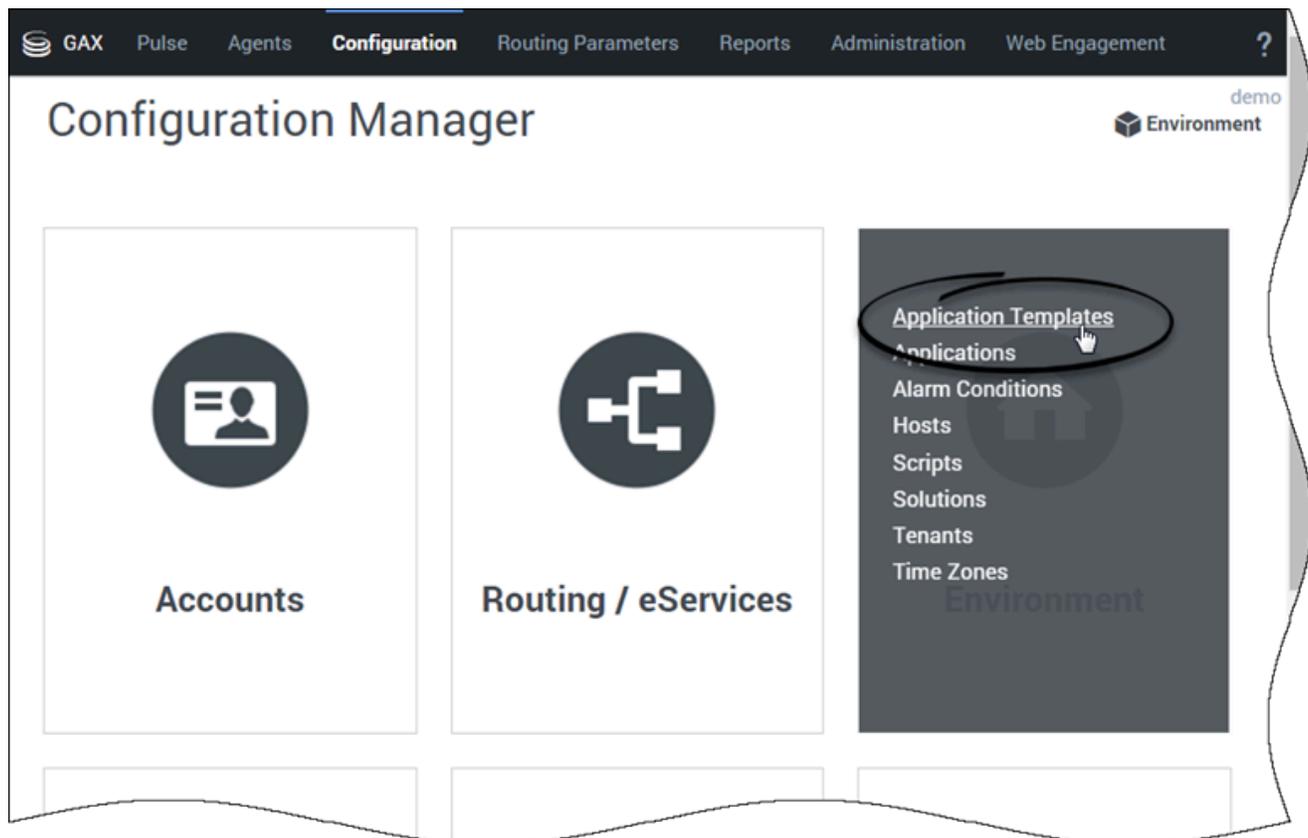
[Create an Application Object](#)

# Create an Application Object

## Important

Configuration objects can be created and configured in Genesys Administrator and Configuration Manager. To learn how to start Genesys Administrator, refer to the [Genesys Administrator Help](#).

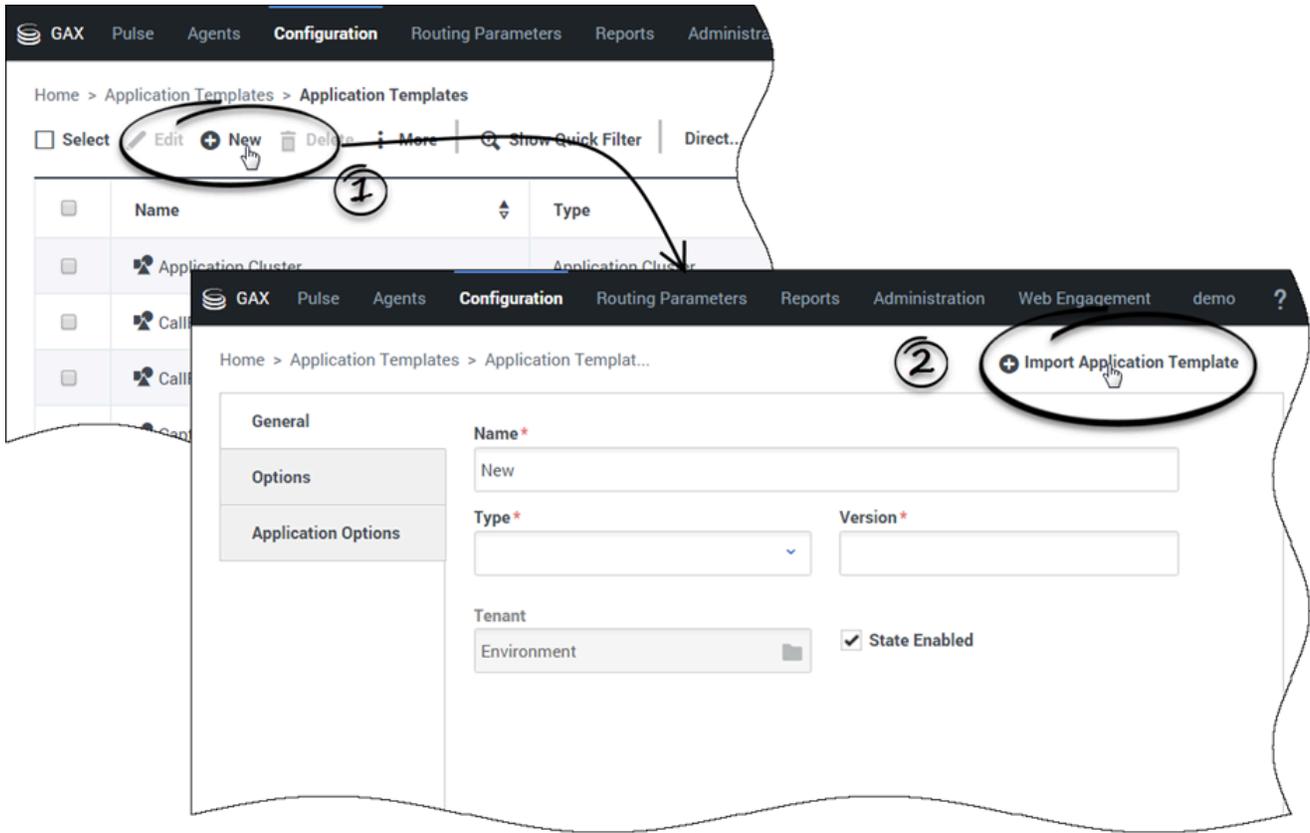
## Import the GMS Application Templates



In Genesys Administrator Extension, find the **Configuration Manager > Environment** menu and click **Application Templates**.

## Create an Application Object

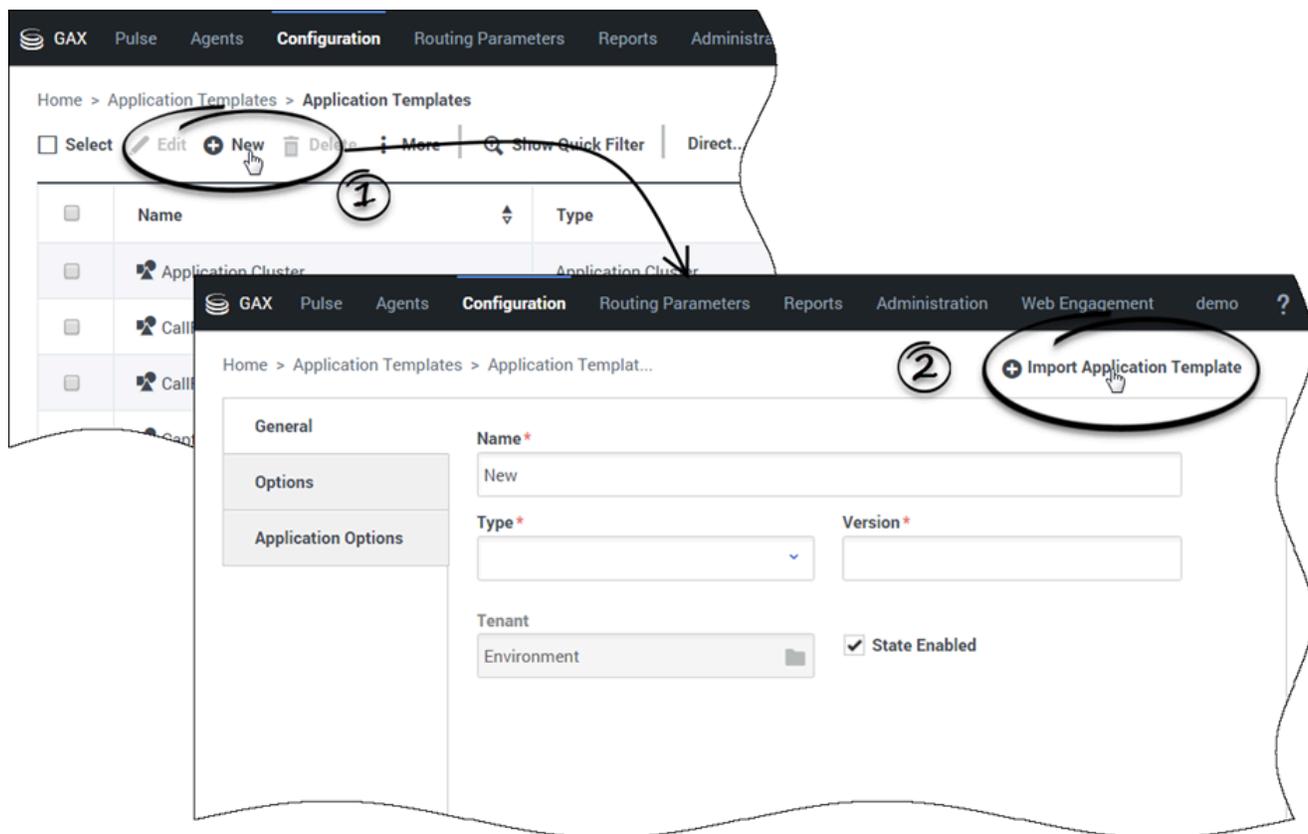
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Click **+New**, then click **Import Application Template**. Navigate to the *Templates* directory of your Installation Package (IP) and add the following files:

- **GMS\_851.apd** - This template is used to deploy GMS with default options.
- **ApplicationCluster\_851.apd** - You do not need this template for a single node deployment. This template is used for deploying all GMS's into the same cluster. The Cluster Application will contain shared configuration for GMS nodes.

## Create an Application Object

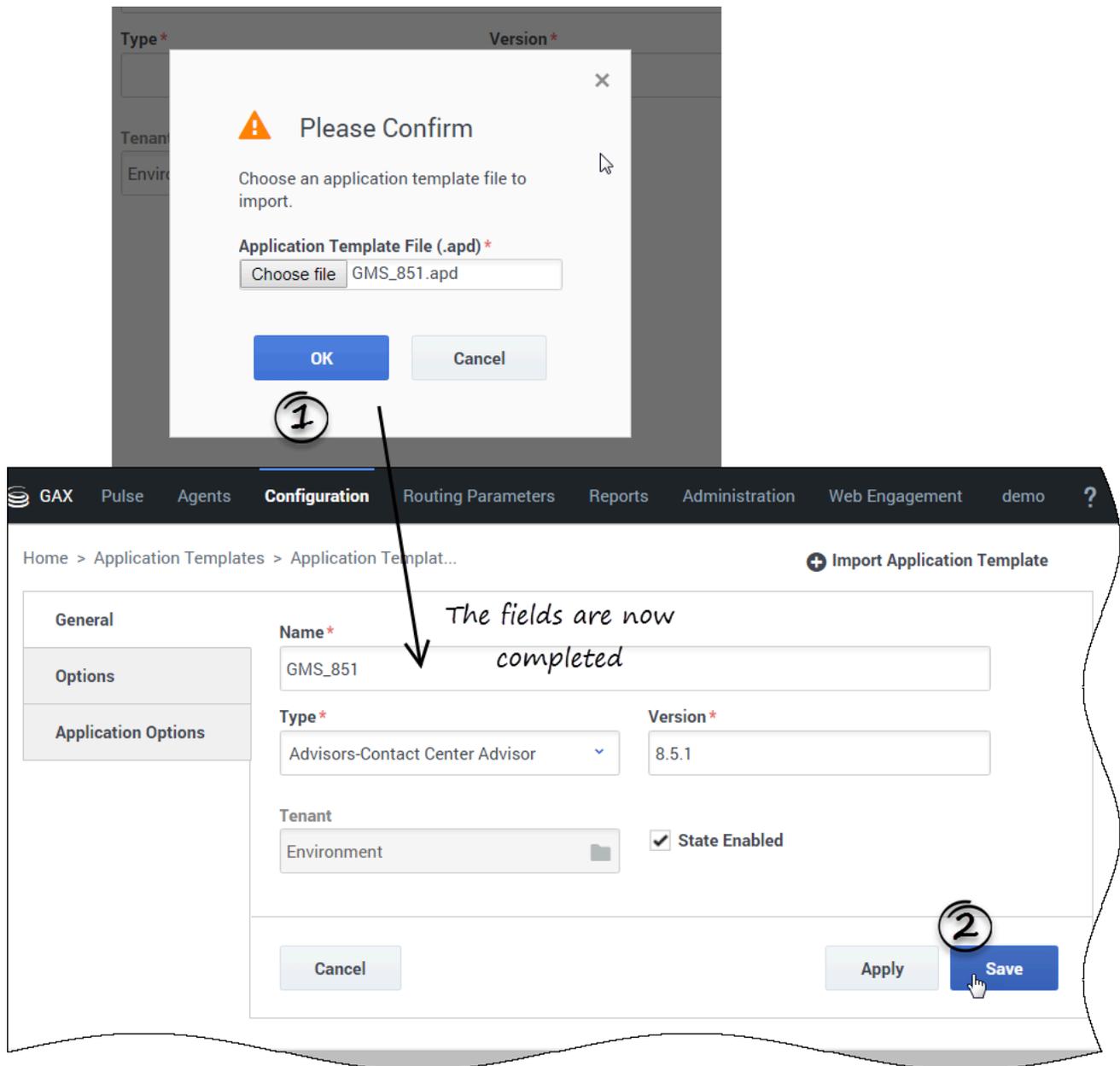


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## Create an Application Object

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Confirm the Import action, then **Save** the template.

## Create a GMS Administrator

[Documentation:GMS:Help>Login:8.5.3](#)

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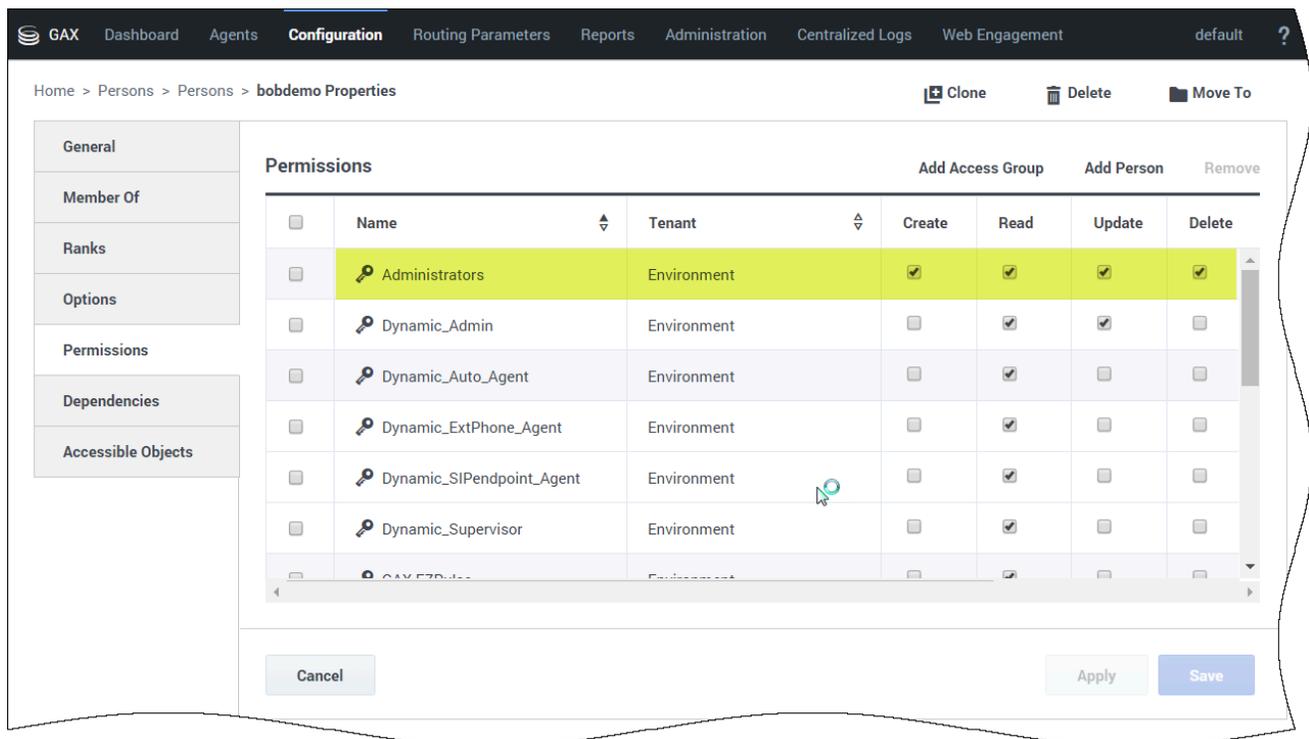
### Important

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.

## Set Administrator Permissions

### Warning

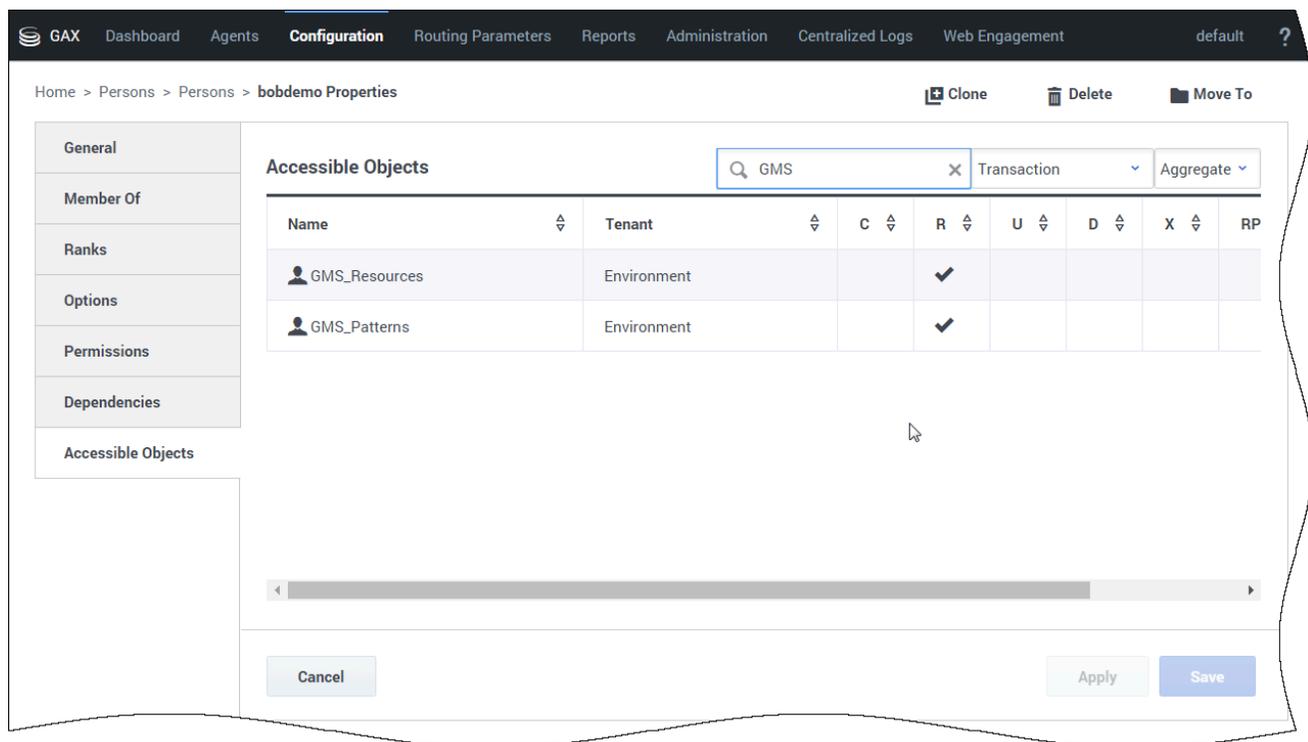
This step is required only for versions older than 8.5.102.11.



In the **Permissions** tab, make sure to add *Environment\Administrators*.

This step enables your GMS administrator to manage configuration objects that GMS reads and writes.

## Create an Application Object



Select the **Accessible Objects** tab. For other GMS objects, you need to set the following permissions:

- Application (GMS/GMS Cluster): Read, Change
- Transactions: Read, Change
- Hosts: Read
- Persons: Read

### Next Steps:

- For a GMS cluster deployment, go to [Cluster Deployment](#).
- For a single node deployment, go to [Single Node Deployment](#).

## Single Node Deployment

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

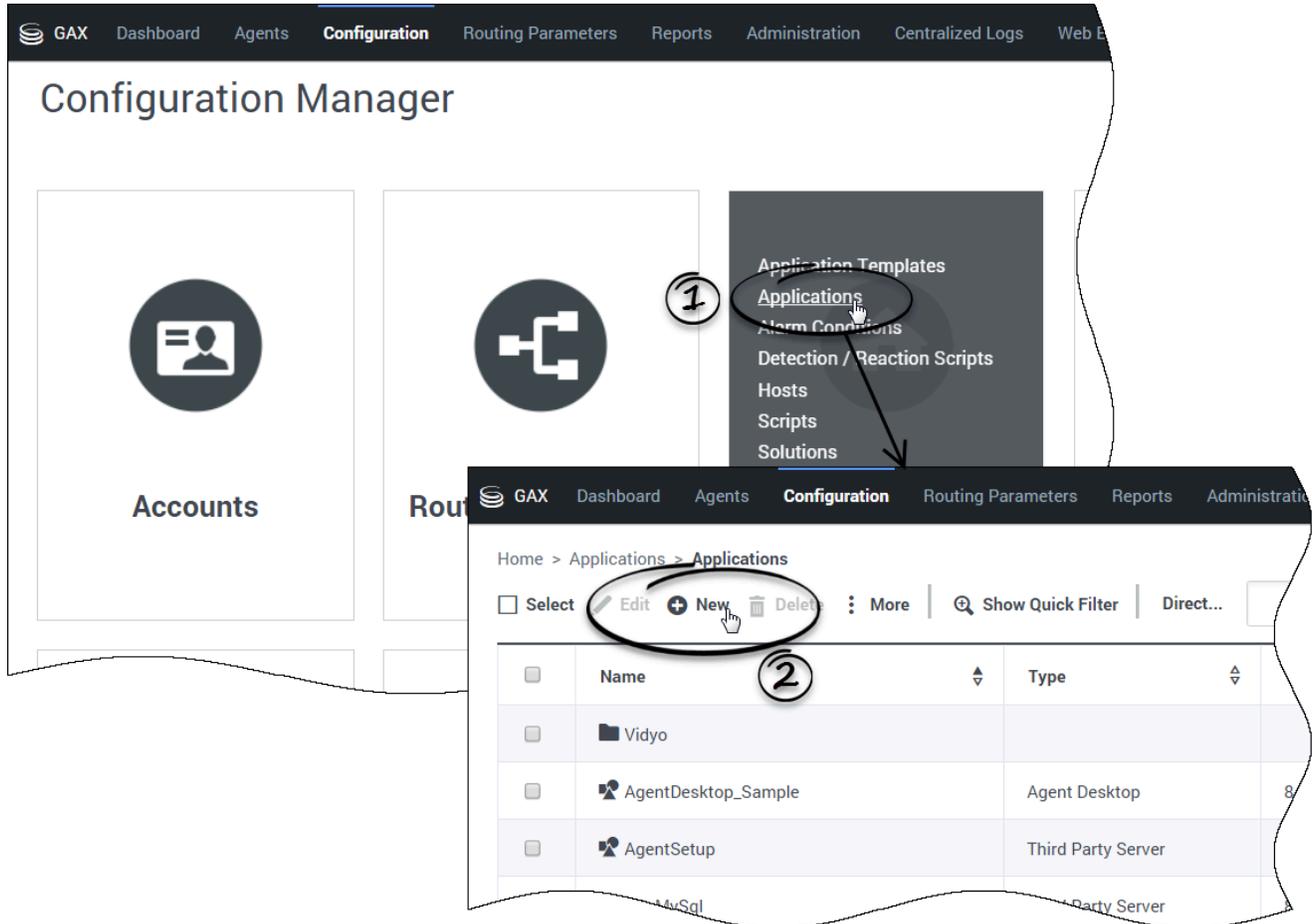
Prerequisites:

- [Import the Application Templates](#)

## Create an Application Object

- [Create a GMS Administrator](#)

## Create the GMS Application Object (Single Node)



In the Configuration Manager tab, click the *Applications* link in the Environment menu; then, click + **New** .

## Create an Application Object

### Browse your template

The screenshot shows the GAX Configuration page for creating a new application object. The 'New Properties' form is visible, with the 'Name' field set to 'GMS\_851\_Single'. The 'Template' field is highlighted with a red circle and a '1' in a circle, indicating the next step. A modal window titled 'Select Application Template' is open, showing a search filter 'GMS' and a table of templates. The 'GMS\_851' template is selected, highlighted with a red circle and a '2' in a circle.

Name	Type	Version
GMS_851	Genesys Generic Server	8.5.1
GMS_ApplicationCluster_851	Application Cluster	8.5.1

Enter a name for your GMS application (with no space). Click  to browse the GMS template. In **Select Application Templates**, click **Application Templates** and select the GMS\_851 application template that you imported previously.

## General Settings

The screenshot shows the 'New Properties' configuration page in the GAX interface. The page is titled 'Home > Applications > Applications > New Properties'. The navigation bar includes 'GAX', 'Dashboard', 'Agents', 'Configuration', 'Routing Parameters', 'Reports', 'Administration', 'Centralized Logs', 'Web Engagement', 'default', and a help icon. The left sidebar contains 'General', 'Connections', 'Ports', 'Tenants', 'Options', and 'Application Options'. The main content area is divided into several sections: 'Component type' (dropdown menu set to 'Component'), 'Version' (text box with '8.5.1'), 'Is Application Server' (checkbox checked), 'Working Directory\*' (text box with '.'), 'Command Line\*' (text box with '.'), 'Command Line Arguments' (text box with 'dummy'), 'Startup Timeout\*' (text box with '90'), and 'Shutdown Timeout\*' (text box with '90'). At the bottom, there are 'Cancel', 'Apply', and 'Save' buttons. A handwritten note 'Scroll down' with an arrow points to the bottom of the form.

- Select Component for **Component Type**.
- In the **Command Line Arguments** text box, enter a dummy value. It will be overwritten when Genesys Mobile Services is installed; however, having values in these fields is required to save the Application object.

## Create an Application Object

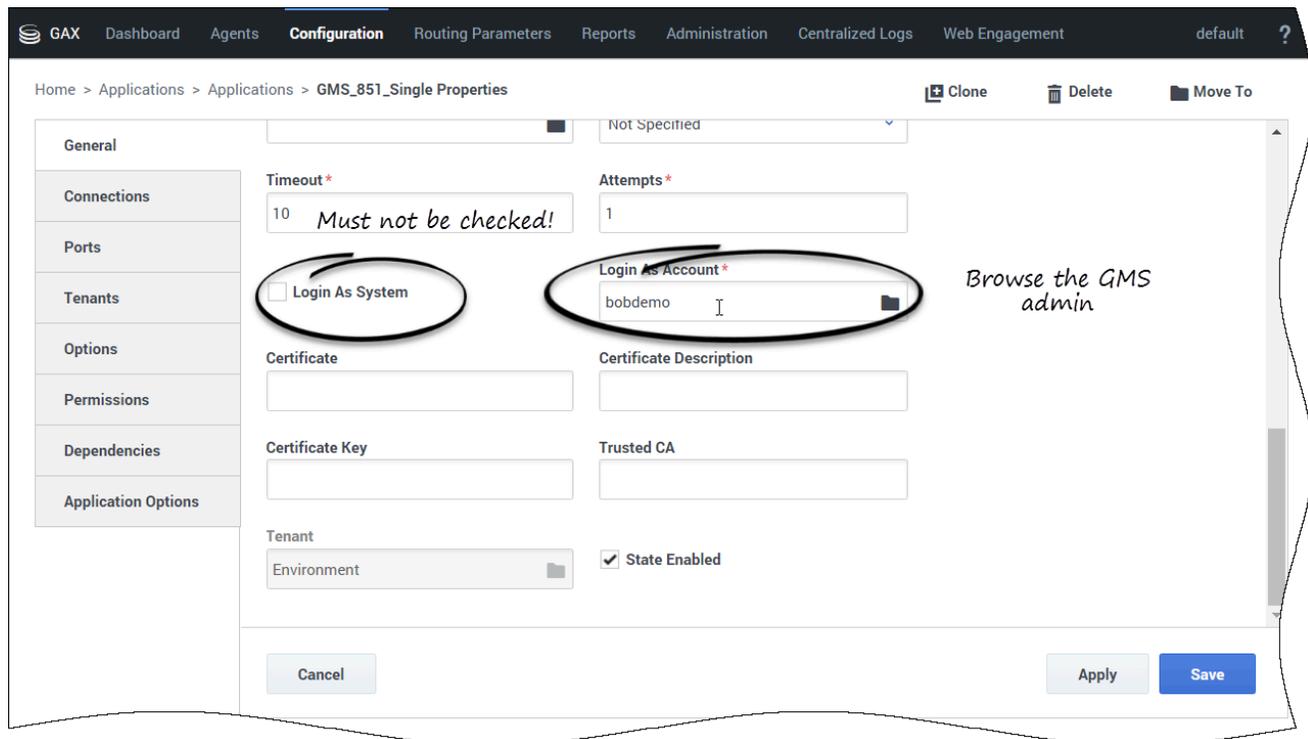
The screenshot shows the 'New Properties' configuration page for an application object in the GAX system. The page is divided into several sections:

- General:** Contains 'Startup Timeout\*' (90) and 'Shutdown Timeout\*' (90).
- Connections:** Contains 'Auto-Restart' (unchecked) and 'Primary' (checked).
- Ports:** Contains 'Host\*' (135.39.45.125).
- Tenants:** Contains 'Certificate', 'Certificate Description', 'Certificate Key', and 'Trusted CA' (all empty).
- Options:** Contains 'Tenant' (Environment) and 'State Enabled' (checked).

The 'State Enabled' checkbox is circled in black. At the bottom of the form, there are three buttons: 'Cancel', 'Apply', and 'Save'.

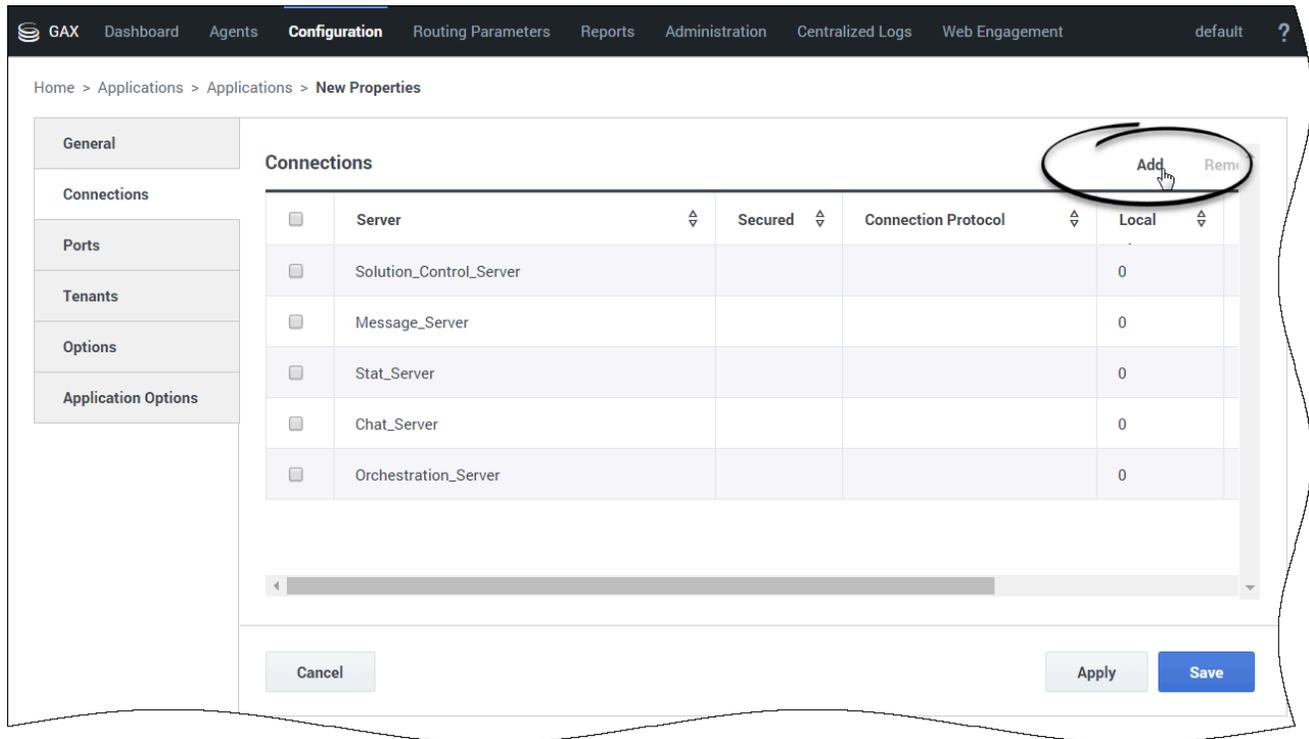
Check that the **State** is enabled, and browse your hostname for this application.  
Click **Apply** or **Save**.  
Your application is created.

## Configure the GMS Application Object for Single Node



In the General tab, uncheck **Log On As System** option and browse your GMS Admin account to set up **Log On Account**. If you do not set up **Log On Account**, the GMS Admin UI will throw permission errors when you will try to create GMS Built-in services.

## Set up your Connections



In the **Connections** tab, click **Add** to add the following connections:

- Orchestration Server (ORS) - optional: Add this connection (using HTTP) if you plan to use GMS Callback features.
- Solution Control Server - optional: Add this connection if you plan to use GMS Chat features.
- Chat Server - optional: Add this connection if you plan to use GMS Chat features.
- Stat Server - optional: Add this connection if you plan to use GMS Reporting features.
- Message Server - optional: Add this Connection if you plan to use Log features.
- URS Server - optional: Add this Connection if you plan to use EWT features.

In the **Ports** tab, check that a default dummy port is created.

### Important

If you do not plan to use GMS configuration defaults at startup or if you plan to use a Configuration Server proxy, refer to the following documentation:

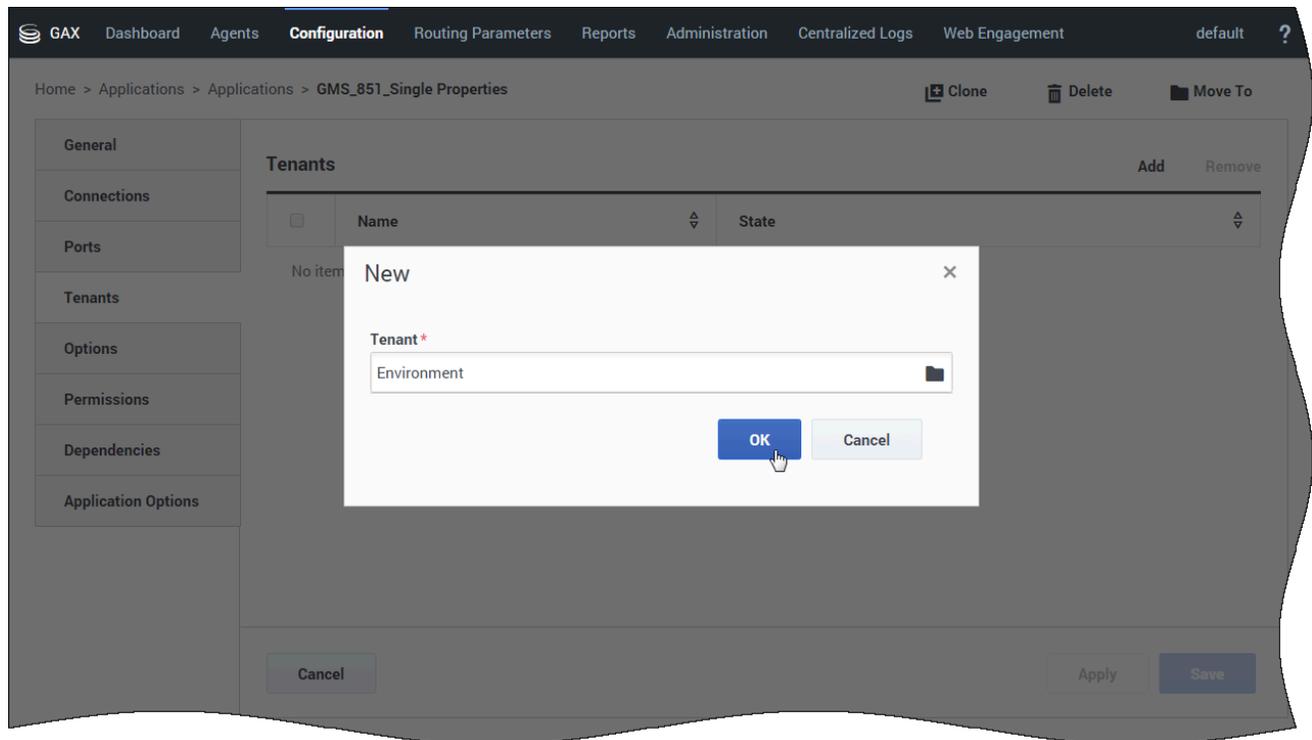
- [Using the Management Layer](#)

## Create an Application Object

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- [How to Use Startup Files](#)
- [Configuration Server Proxy](#)

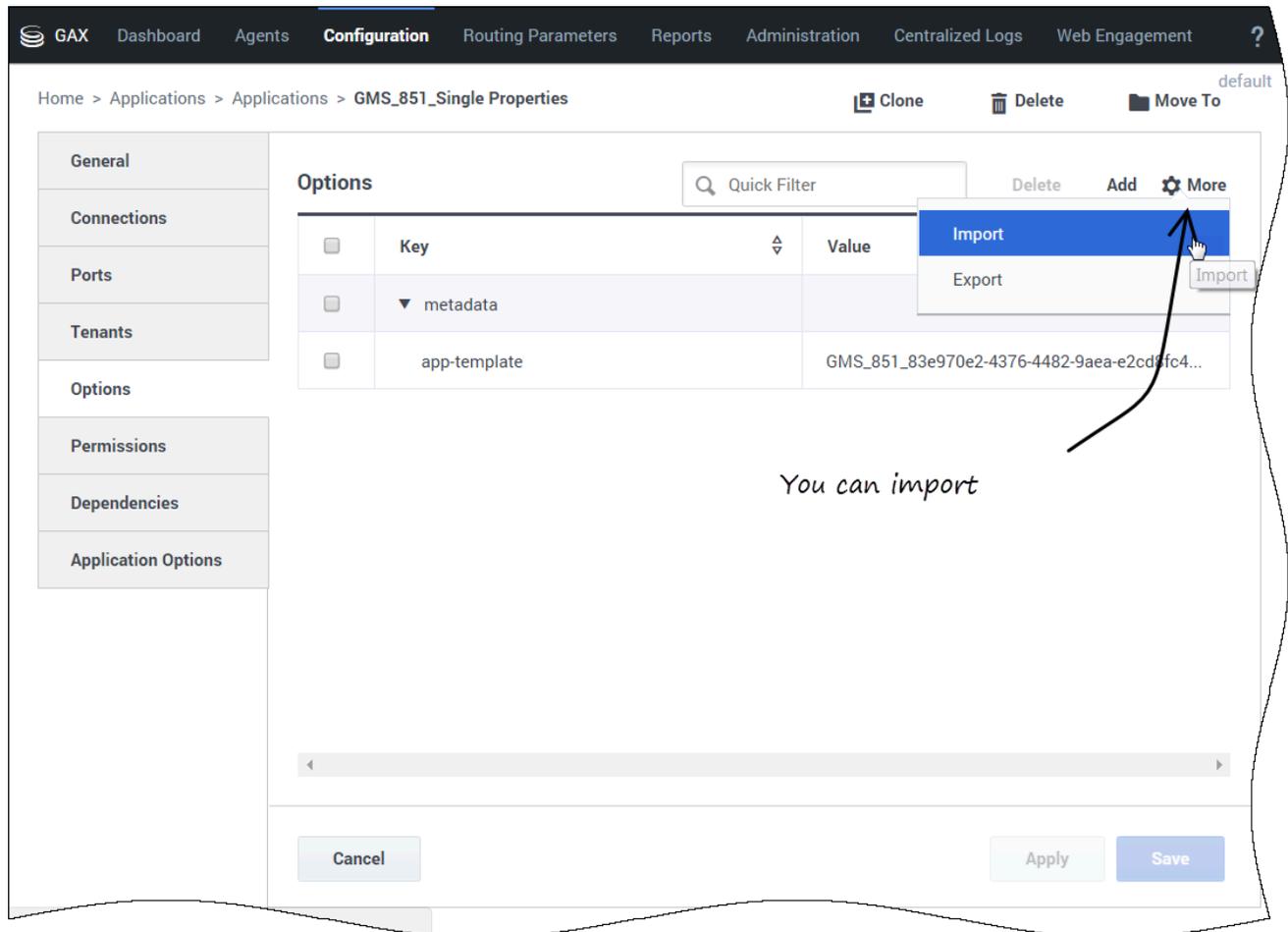
## Set up Server Information



In the *Tenants* tab, click **Add** to set up the list of tenants that use your Genesys Mobile Services application.

## Create an Application Object

### Verify your Metadata



The screenshot shows the GAX Configuration page for 'GMS\_851\_Single Properties'. The 'Options' table is visible, and the 'More' button is highlighted, showing an 'Import' option. A hand-drawn arrow points to the 'Import' button, and the text 'You can import' is written in the center of the page.

Key	Value
metadata	
app-template	GMS_851_83e970e2-4376-4482-9aea-e2cd1fc4...

*You can import*

You may need to these metadata, for instance, if you are installing a Context Services application.

## Create an Application Object

### Set up Permissions for GMS Users

The screenshot shows the GAX Configuration page for 'GMS\_851\_Single Properties'. The 'Permissions' tab is active, displaying a table of users and their permissions. The table has columns for Name, Tenant, Create, and Read. The 'bobdemo' user is highlighted in yellow, indicating it is selected. The 'default' user is also listed with permissions for Create and Read.

<input type="checkbox"/>	Name	Tenant	Create	Read
<input type="checkbox"/>	Super Administrators	Environment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	SYSTEM	Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	Users	Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<input checked="" type="checkbox"/>	bobdemo	Environment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="checkbox"/>	default	Environment	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

In the *Permissions* 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, either click **Add Access Group** to browse the **Environment\Administrators** or **Add User** to browse the GMS Administrator set up previously.

Alternatively, you can simply use the *Default* user, which is already part of the Administrator Group.

## Create an Application Object

### Set up GMS options

The screenshot shows the GAX Configuration interface for 'GMS\_851\_Single Properties'. The 'Application Options' tab is active, displaying a table of options. Handwritten annotations include 'Add sections and options' pointing to the 'More' button, and 'Import/export options here' pointing to the table. The table lists keys like 'business-attributes', 'map-names', 'chat', 'chat\_load\_balancer\_url\_path', and 'chat\_session\_request\_timeout' with their respective values.

Key	Value
business-attributes	
map-names	
chat	
chat_load_balancer_url_path	/WebAPI812/SimpleSamples812/ChatHA/Chat...
chat_session_request_timeout	30000

In the **Application Options** tab, you can set up all your GMS options. Refer to the [Options reference](#) for details and check further chapters of this book. For Digital Channels API configuration options, refer to [Configuring the Digital Channels API](#).

You can now save and close your GMS application object.

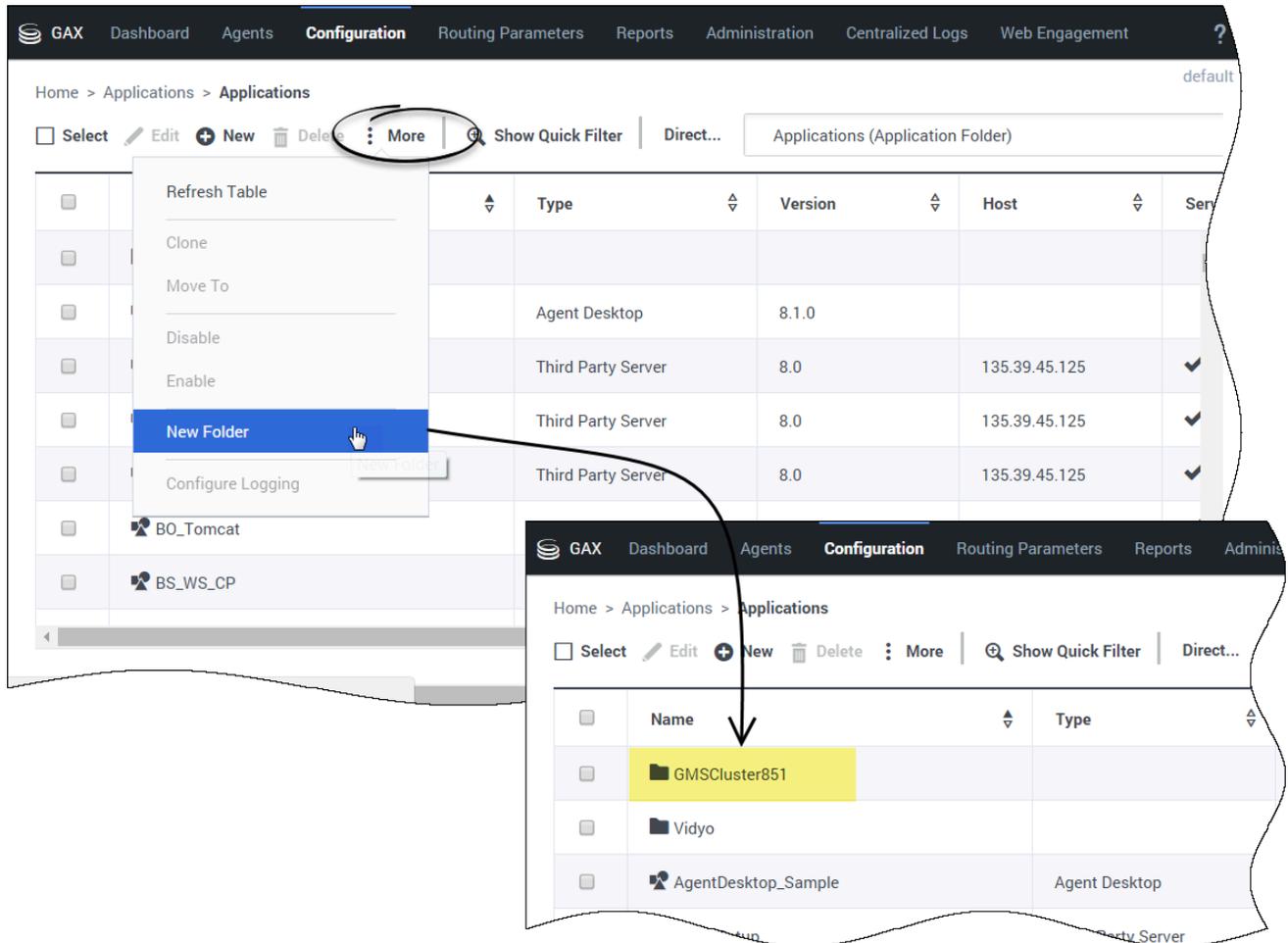
**Next Steps:** [Install Genesys Mobile Services](#).

## Cluster Deployment

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

Prerequisites: [Import the Application Templates](#).

## Create a folder for the GMS cluster (Best practice)



In the Configuration Manager tab, click the Applications link in the Environment menu; then, click More > New Folder to create a folder that will contain all of your application nodes. Set the new folder to a meaningful name, such as *GMScluster851*.

### Important

Do not use spaces in the folder name.

## Create a GMS cluster application

The screenshot shows the GAX Configuration interface for creating a new application object. The breadcrumb trail is: Home > Applications > Applications > GMSCluster851 > New Properties. The page title is "Web Engagement" and the user is logged in as "default". The left sidebar contains navigation tabs: General, Connections, Ports, Tenants, Options, and Application Options. The main content area is titled "Name\*" and contains the following fields:

- Name\***: Text input field containing "GMSApplicationCluster\_851".
- Template\***: Dropdown menu showing "ApplicationCluster\_851".
- Type**: Dropdown menu showing "Application Cluster".
- Component type**: Dropdown menu showing "Unknown Component Type".
- Version**: Text input field containing "8.5.1".
- Is Application Server**: Checkmark box that is checked.

At the bottom of the form are three buttons: "Cancel", "Apply", and "Save".

Create a new application with the wizard (as detailed for a single node), but use the **ApplicationCluster\_851.apd** template instead of the regular template.

- Select **Unknown Component Type** in Component type.

### Important

Do not use spaces in the application cluster name.

## Set the Cluster General Settings

## Create an Application Object

The screenshot shows the 'New Properties' configuration page for an application object in the Genesys Mobile Services administration console. The breadcrumb trail is 'Home > Applications > Applications > GMSCluster851 > New Properties'. The page is titled 'Web Engagement' and has a 'default' language setting. A left-hand navigation menu includes 'General' (selected), 'Connections', 'Ports', 'Tenants', 'Options', and 'Application Options'. The main configuration area contains the following fields and options:

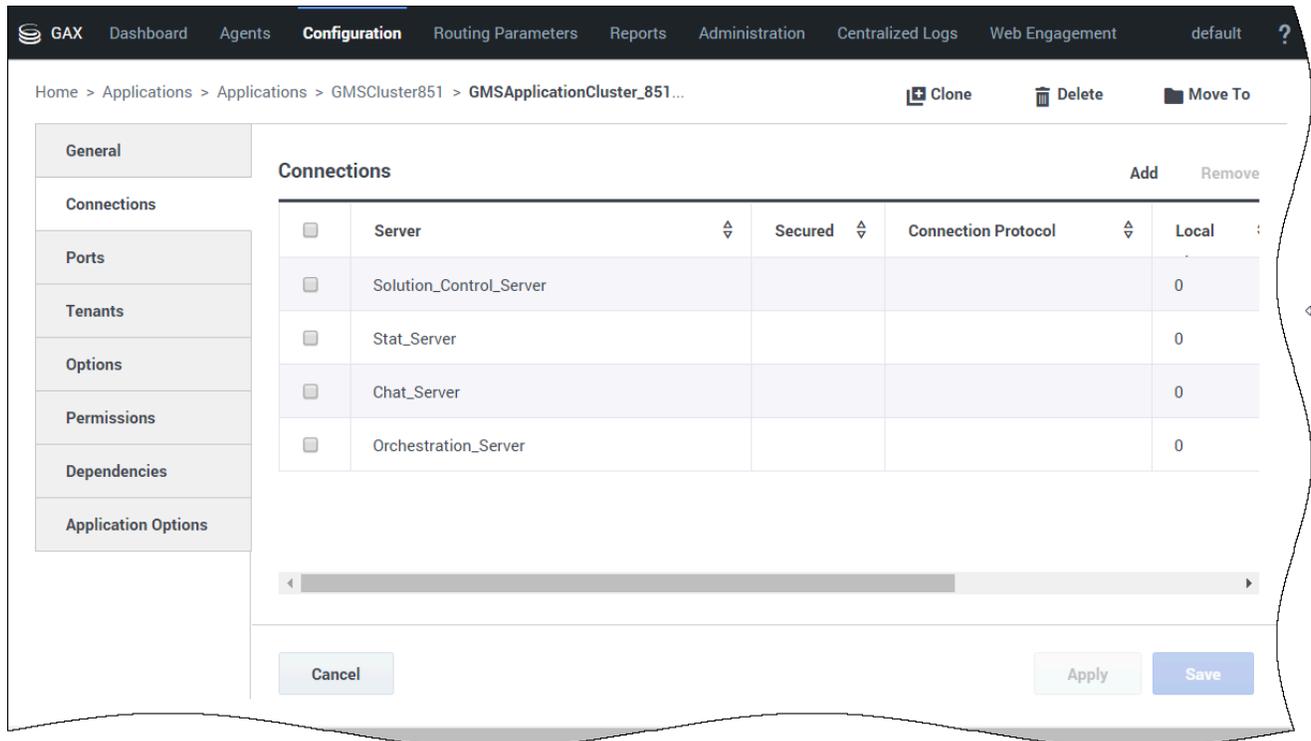
- Working Directory \***: A text input field containing a period (.).
- Command Line \***: A text input field containing a period (.).
- Command Line Arguments**: A text input field containing the word 'dummy'.
- Startup Timeout \***: A numeric input field containing '90'.
- Shutdown Timeout \***: A numeric input field containing '90'.
- Auto-Restart**: An unchecked checkbox.
- Primary**: A checked checkbox.
- Host \***: A text input field containing the IP address '135.39.45.125'.

At the bottom of the form are three buttons: 'Cancel', 'Apply', and 'Save'.

- Type dummy values in *Working Directory* field; this option will be overwritten when Genesys Mobile Services is installed; however, having values in these fields is required to save the Application object.
- Uncheck **Log On As System** option and browse to your GMS Admin account to set up **Log On Account**. If you do not set up **Log On Account**, the GMS Admin UI will throw permission errors when you will try to create GMS Built-in services.
- Check that the State is enabled, and browse a dummy hostname for this application (mandatory to be able to save the application).

Click **Apply** or **Save**. Your application is created.

## Create an Application Object



Set the *Connections* list and specify all of the servers to which Genesys Mobile Services must connect:

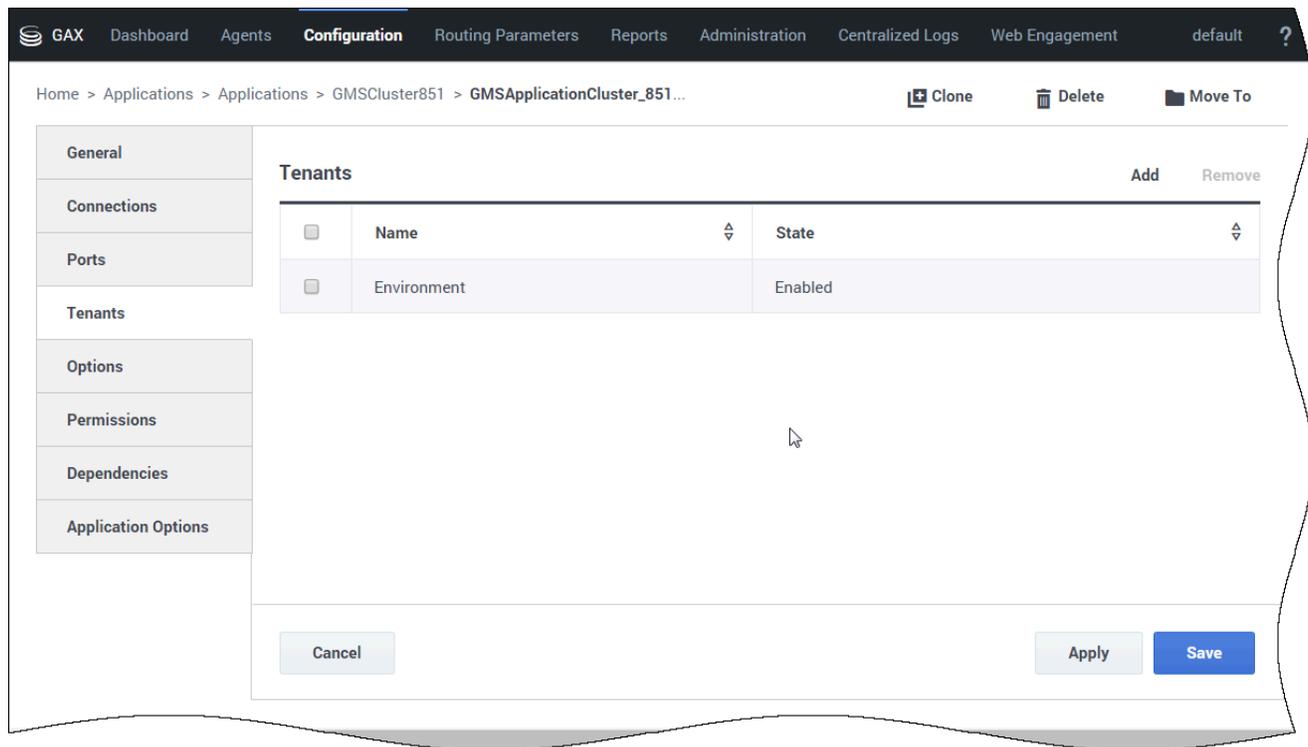
- Orchestration Server (ORS) - optional: Add this connection (using HTTP) if you plan to use GMS Callback features.
- Solution Control Server - optional: Add this connection if you plan to use GMS Chat features.
- Chat Server - optional: Add this connection if you plan to use GMS Chat features.
- Stat Server - optional: Add this connection if you plan to use GMS Reporting features.
- Message Server - optional: Add this Connection if you plan to use Log features.
- URS Server - optional: Add this Connection if you plan to use EWT features.

### Important

If you do not plan to use GMS configuration defaults at startup or if you plan to use a Configuration Server proxy, refer to the following documentation:

- [Using the Management Layer](#)
- [How to Use Startup Files](#)
- [Configuration Server Proxy](#)

## Create an Application Object



- In the Tenants section, click **Add** to set up the list of tenants that use your Genesys Mobile Services applications (one or more in a multi-tenant environment).

## Create and Configure a GMS Application Node (Cluster)

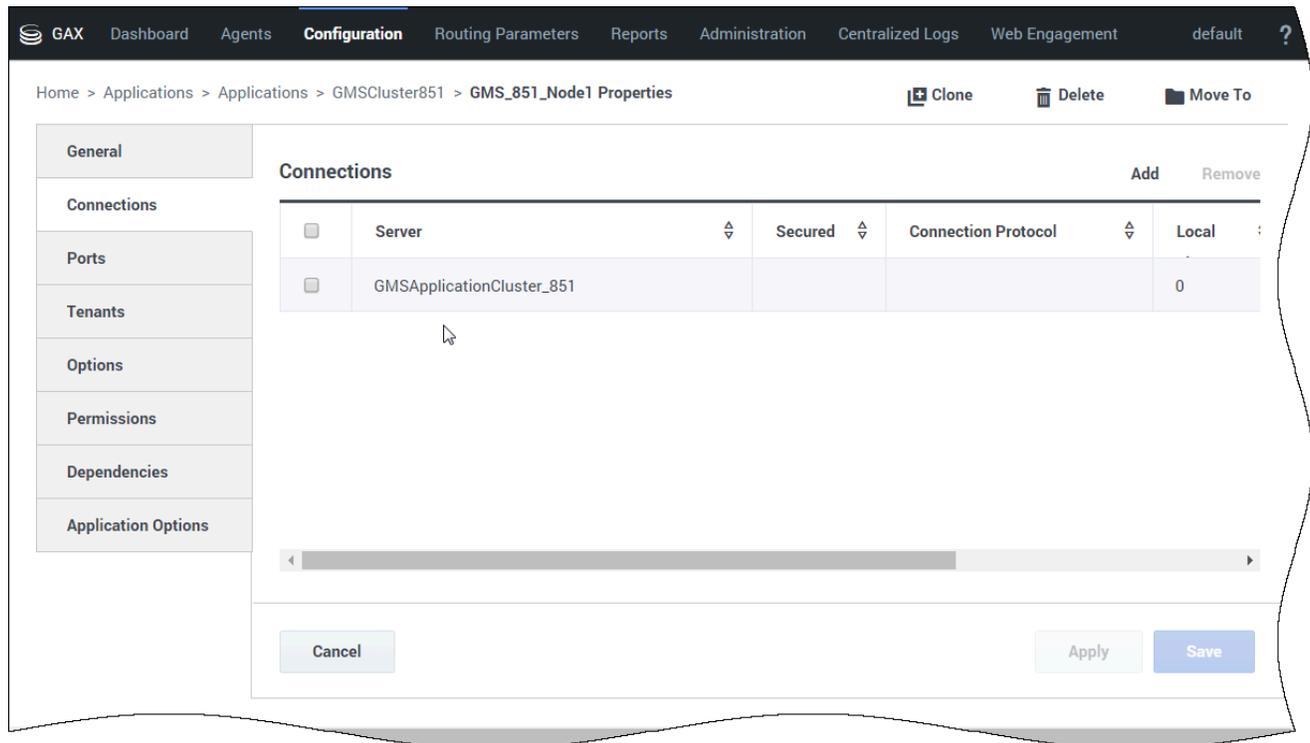
Purpose: To create and configure a GMS Application object for a GMS node that is part of a cluster.

Prerequisites:

- [Import the Application Templates](#)
- [Create a GMS Administrator](#)
- [Create the GMS Application Cluster Object](#)

## Create an Application Object

### Create your nodes



To create a GMS Node, you must create a **GMS application** in your newly created Application Cluster folder.

### Important

Make sure to **set up permissions** for all nodes.

When setting your node connections, add the GMS Application Cluster that you just created previously.

## Create an Application Object

Home > Applications > Applications > GMSCluster851 > **GMS\_851\_Node2** Properties

Clone Delete Move To

Application Options

Key	Value
server	
external_url_base	http://127.0.0.1:8080/
node_id	2
web_port	8080
web_scheme	http
web_host	myhostname

Cancel Apply Save

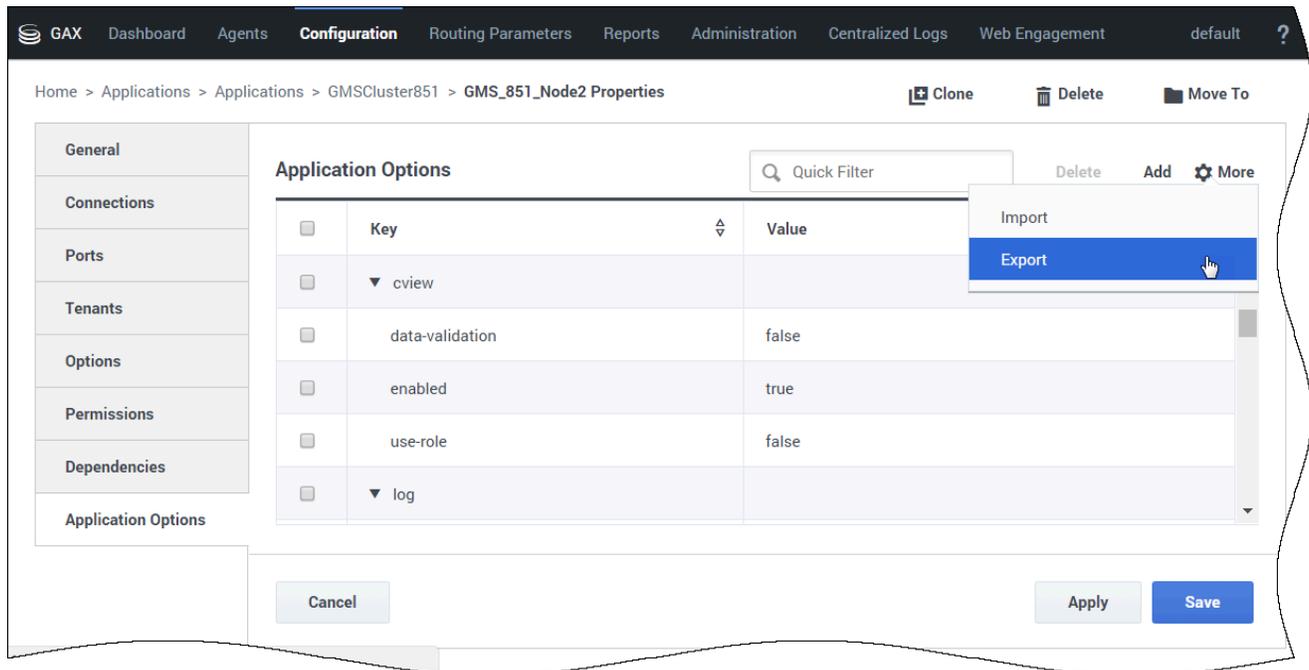
For each node, select the **Application Options** tab and configure `node_id` in the **server** section. The node ID is used to identify each GMS node and will be used for resource allocation, access code, and more. `node_id` must be unique and must be defined in each GMS application, and not at Cluster level.

Configure the following optional parameters in the **server** section if you need to force GMS to discover your nodes:

- `web_host`
- `web_port`
- `web_scheme`

`web_host` is used for GMS communications between other GMS nodes and other servers like ORS and URS. You can use `web_port` and `web_scheme` with `web_host` to build the GMS address for other servers that need to communicate with GMS.

## Share Options Across the GMS Cluster



Set up additional configuration options in one of your nodes (as detailed in further chapters), and then click **Export** to save these options to a file.

Then:

1. Remove all these options from your node, and save.
2. Edit the GMS Application Cluster and click **Import** in the **Options** tab to load the options file.
3. Make sure to remove the `node_id` setting from your cluster's configuration.

### Tip

You can set up options in your GMS node, but these options will not be shared. This is useful to set specific settings for Cassandra storage, logs, and more.

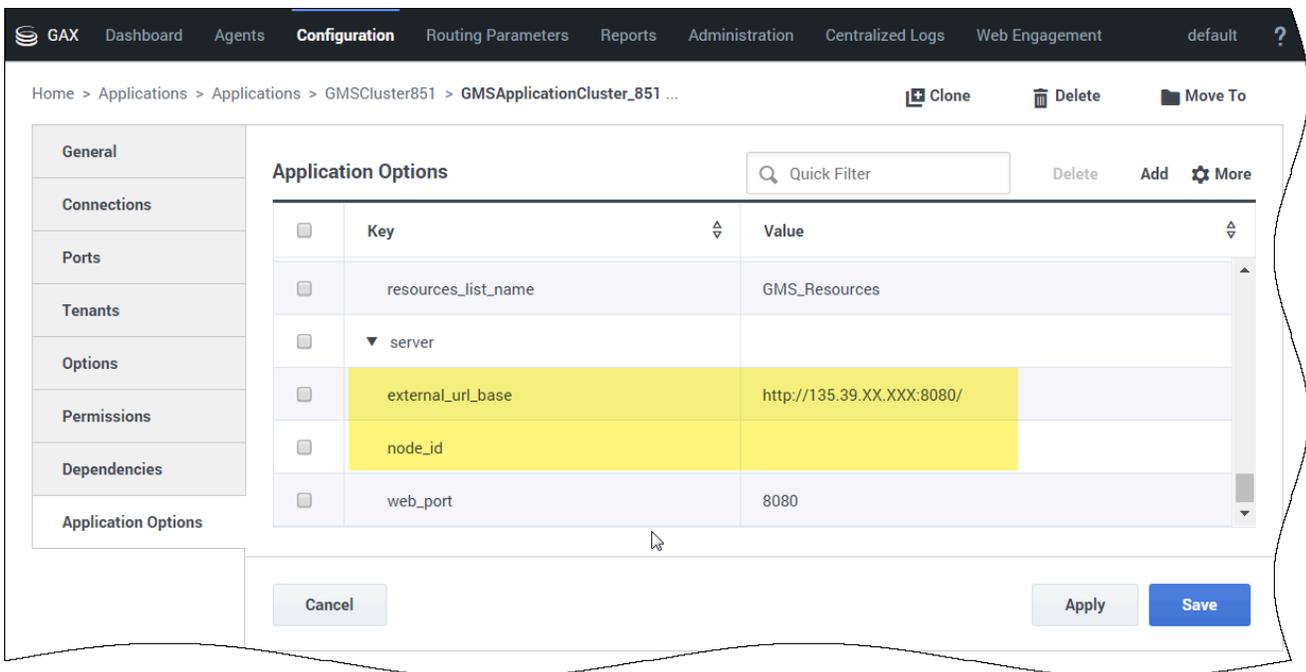
If your GMS version is lower than 8.5.202, and if you configure a section in one of the GMS Nodes, its content overwrites the same section defined in your cluster application object. Starting in 8.5.202, only the options that you define in your GMS node supersede those configured in the same section of your cluster. This means that the options that are defined in your cluster apply to your node even if they are not configured in this node.

GMS Cluster	GMS Node	Result
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## Create an Application Object

<pre>[cview] allow-custom-ids=true data-validation=true enabled=true use-role=false expiration=45s</pre>	<pre>[cview] allow-custom-ids=true data-validation=true enabled=true use-role=false</pre>	<p>Prior to 8.5.202, the expiration parameter does not apply to the GMS node, because the cview section of the GMS node overwrites the one defined in the GMS Cluster.</p> <p>Starting in 8.5.202, the expiration parameter applies to the GMS node, because it is configured in the cluster and not overwritten in the node's section.</p>
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## Enable Load Balancing in your Cluster Application



In the Options tab of your GMS Cluster application, section server, select external\_url\_base.

Set this option to the external URL of your cluster's load balancer, which will receive the requests submitted by your client applications.

### Important

This step ensures that all GMS Nodes will share the same load balancer. See [the Options reference for more details](#).

You can now save and close your GMS application cluster object.

Create an Application Object

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**Next Steps:** You must now install Genesys Mobile Services for each node of the cluster.