

GENESYS[®]

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Genesys Mobile Services Deployment Guide

Upgrade Genesys Mobile Services

5/4/2025

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.

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.				
O Install new instance of the application				
Maintenance of the existing installation				
Application Properties:				
Installation Package Name: Genesys Mobile Services Version: 8.5.110.07, Build 1 Install Location: C:\Program Files\GCTI\Genesys Mobile Services\GMS85110S <				
< Back Next > Cancel				

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

	Genesys Installation Wizard	×	
	Welcome to the Maintenance of Genesys Mobile Services, version 8.5.110.07.		
	The Genesys Installation Wizard lets you remove the current installation of Genesys Mobile Services from your computer. Click the Remove option below.		
	Remove Genesys Mobile Services from your compute	r.	
Senesys [.]	To continue, click Next. To exit the Wizard, click Cancel.		
	Next > Cancel]	
And			
International Control of Control			

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

Genesys Installation Wizard				
Genesys:	Maintenance Complete The Genesys Installation Wizard has finished performing maintenance operations on Genesys Mobile Services, version 8.5.110.07, on your computer.			
	Finish			

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

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GSG 13 items 1 item selected 369 K	✓ < B			> :== `		

Then, you can run the Installation Wizard again.

Genesys Installation Wizard				
Connection Parameters to the Configuration Server				
The parameters in the Host and User fields are required to establish a connection to Configuration Server.				
Host				
Specify the host name and port number for the machine on which Configuration Server is running.	Host name: 135.39.45.14			
	Port: 2020			
ll				
Specify your Configuration Server user name and password.	User name: default			
	Password:			
1				
	< Back Next > 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.

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 which 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.