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Social Media Solution Guide

Deploy Social Messaging Server

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Interoperability and Compatibility

Information on interoperability of Social Engagement components with other eServices and Genesys components can be found in the eServices chapters of the *Migration Guide*. See also the [eServices page](#) of the *Supported Operating Environments Guide*

Create a Social Messaging Server Application Object

Create an Application object for Social Messaging Server if it does not already exist.

1. Import the Social Messaging Server application template from the CD.

Important

In configuration environments before 8.1.0, import the 8.0.0 template. Otherwise, use the current template.

2. Create a new Application object based on the template.
 - Open the **Properties** dialog box of the Application object.
 - On the **Server Info** tab:
3. In the **Host** box, enter the name of the desired host.
 - In the **Communication Port** box, enter the port Social Messaging Server will use.
4. On the **Start Info** tab enter some characters in the **Working Directory**, **Command Line**, and **Command Line Arguments** fields. These characters will be over-written with the correct values during the installation, but they cannot be left blank at this point.
5. On the **Connections** tab, add a connection to Interaction Server.
6. If this is for a multi-tenant environment, add the tenant(s) on the **Tenants** tab.
7. Open your Interaction Server Application and add a connection to Social Messaging Server then specify the Connection Protocol as either **simple** or **adp**.

Install Social Messaging Server

Windows

Prerequisites

- MS Windows Server 2003/2008/2012 (x64)

- JDK greater than or equal to 1.7.0_03 and less than 1.8

1. Locate the `Setup.exe` for Social Messaging Server on the product CD.
2. Double-click `Setup.exe`.
3. Select Java.
4. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
5. Select the appropriate Social Messaging Server Application object from the list.
6. Confirm selection of JDK.
7. Click `Install`.

Linux, Solaris, AIX

Prerequisites

Platform	OS/Service Pack	JRE/JDK
Linux	Red Hat Enterprise Linux 5 or 6 (x64 only)	JRE greater than or equal to 1.7.0_03 and less than 1.8
Solaris	Solaris 10 (x64) (Oracle DBMS)	
AIX	AIX 6.1 or 7.1 (x64)	JRE greater than or equal to 1.7.0 and less than 1.8

1. Locate the `install.sh` file for Social Messaging Server.
2. Use the command `>install.sh` to start the installation script.
3. On request, enter the absolute path for the directory of the Java executable.
4. Press `Enter` to confirm the host name for the installation.
5. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
6. From the list of applications, select one and enter its number in the list.
7. Press `Enter` to confirm the suggested destination directory, or choose another one.
8. Answer other questions, if required.
9. Edit the path to Java 1.7—In the **smserver.sh** script, change the following line:
`JAVA_EXECUTABLE_PATH=<JAVA_EXECUTABLE_PATH value>`

TLS Connection as Windows Service

When Social Messaging Server has Transport Layer Security (TLS) configured, either as a server on its ESP port, or as a client in its connection to Configuration Server, Interaction Server, Message Server, Chat Server, and UCS, follow these steps to enable it as a Windows Service:

1. Select the Windows service related to Social Messaging Server .
2. Select the Log On tab. The default setting is Log on as local system account.
3. Select Log on as this account and provide the login/password of a local host user.

Proxy Server Support for Social Messaging Server

1. Edit the appropriate file by adding these Java runtime startup options:
 - If using Genesys Cloud API Driver for Facebook 8.5.300.09 or earlier, or Genesys Cloud API Driver for Twitter 8.5.300.07 or earlier:
 - -DproxySet=true
 - -DproxyHost=<host of proxy server>
 - -DproxyPort=<port of proxy server>
 - If using Genesys Cloud API Driver for Facebook 8.5.300.10 or later, or Genesys Cloud API Driver for Twitter 8.5.300.08 or later:
 - -Dhttp.proxyHost=<host of proxy server>
 - -Dhttp.proxyPort=<port of proxy server>
 - -Dhttps.proxyHost=<host of proxy server>
 - -Dhttps.proxyPort=<port of proxy server>
2. To enable authentication for the proxy server, add these options as well:
 - If using Genesys Cloud API Driver for Facebook 8.5.300.09 or earlier, or Genesys Cloud API Driver for Twitter 8.5.300.07 or earlier:
 - -DproxyUser=<username>
 - -DproxyPassword=<password>
 - If using Genesys Cloud API Driver for Facebook 8.5.300.10 or later, or Genesys Cloud API Driver for Twitter 8.5.300.08 or later:
 - -Dhttp.proxyUser=<username>
 - -Dhttp.proxyPassword=<password>
3. File to edit:
 - Windows: In `JavaServerStarter.ini`, the `[JavaArgs]` section

- Unix and related systems: In `smserver.sh`, the last string, namely `"$JAVA_EXECUTABLE_PATH/java" -classpath $CLASSPATH $JVMPARAMS $MAINCLASS $*`

Next Steps

Continue deployment by adding a [Facebook channel](#), a [Twitter channel](#), or a [Custom Media Channel](#).