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SIP Voicemail Deployment Guide

SIP Voicemail Deployment Prerequisites

5/7/2025

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This list applies to release 8.1.1.

Prerequisites

This section describes the prerequisites for the deployment of Genesys SIP Voicemail:

Prerequisite	Details
Operating System	Red Hat Enterprise Linux (RHEL), 64-bit Windows 2008 (64-bit)
C++	RELH5 Host must have C++ compatibility library (compat-libstdc++-33-3.2.3-61.i386.rpm) installed
RAM	Recommended 4GB of RAM or above available to the Java process.
Runtime Environment	Java Runtime Environment (JRE) v1.6 or above, 64-bit
Genesys Requirements	<ul style="list-style-type: none">• Genesys Management Framework must be installed and configured. See the <i>Framework 8.1 Deployment Guide</i> for details.• A SIP Server instance for managing agents must be installed and configured. See the <i>Framework 8.1 SIP Server Deployment Guide</i> for details. Note: If you want to use an existing premise SIP Server to also process voicemail, you must use SIP Server version 8.1 or higher.• (Manual Deployment only) All application templates must be installed. Use the supplied templates for the SIP Voicemail Server. Note: The Complete Install automatically imports the required templates.

 Next:	Go to the Manual Deployment or Complete Install task summary.
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Maximize Performance

You can maximize performance from Genesys SIP Voicemail. The following hardware will handle 15,000 mailboxes, 200 concurrent calls, with a message duration of 30 seconds and an average of 15 messages per mailbox:

- 2 quad core CPUs, 2 GHz
- 16 GB RAM
- 500 GB HDD

All SIP Voicemail components need to be installed and running on all hardware.