



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# SIP Voicemail Deployment Guide

SIP Voicemail Manual Deployment

5/5/2025

# SIP Voicemail Manual Deployment

These steps apply to release 8.1.1.

## Manual Deployment Task Summary Table

Complete the following steps to deploy Genesys SIP Voicemail manually.

| Objective                                                      | Related procedures and actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. Ensure that your system meets the deployment prerequisites. | See <a href="#">Deployment Prerequisites</a> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 2. Install SIP Voicemail Server.                               | Complete one of the following procedures, as per your operating system:<br> <a href="#">Installing SIP Voicemail Server (on Linux)</a><br> <a href="#">Installing SIP Voicemail Server (on Windows)</a>                                                                                                                                                                                      |
| 3. Configure the SIP Voicemail Server Application.             | Complete the following procedure:<br> <a href="#">Configuring the SIP Voicemail Server Application object</a>                                                                                                                                                                                                                                                                                                                                                                |
| 4. Configure the Agent SIP Server Application.                 | On the Options tab, in the TServer section, configure the following options to activate the Message Waiting Indication (MWI) functionality: <ul style="list-style-type: none"> <li>• <code>mwi-implicit-notify=true</code></li> <li>• <code>subscription-event-allowed=*</code></li> <li>• <code>dial-plan=&lt;voicemail DN&gt;</code></li> </ul> To use the No-Answer-Supervision feature, configure related configuration options, which could be set at an Application- or at DN-level. See the <i>Framework 8.1 SIP Server Deployment Guide</i> for details |
| 5. Configure DNSs for the Agent SIP Server Application.        | Complete the following procedure:  <a href="#">Configuring DNSs for the Agent SIP Server Application</a>                                                                                                                                                                                                                                                                                                                                                                   |
| 6. Configure the GSVM SIP Server Application.                  | On the Options tab, in the TServer section, configure the following options, configure the following options to activate the MWI functionality:                                                                                                                                                                                                                                                                                                                                                                                                                 |

| Objective                                                           | Related procedures and actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                     | <ul style="list-style-type: none"> <li>• <code>mwi-implicit-notify=""</code></li> <li>• <code>subscription-event-allowed=*</code></li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7. Configure DNSs for the SIP Server Application dedicated to GSVM. | <p>Complete the following procedure:</p> <p> <a href="#">Configuring DNSs for the GSVM SIP Server Application</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8. Configure the GVP Resource Manager Application.                  | <p>Reorganized this section to separate mandatory step from single-site-only steps.</p> <p>Configure the following (mandatory):</p> <ul style="list-style-type: none"> <li>• Indicate that the DNIS for the IVR Profile is fetched from the Request-URI message:<br/> <code>[rm].sip-header-for-dnis = request-uri</code></li> </ul> <p>Configure the following only if SIP-Server and Resource Manager are deployed on the same host:</p> <ul style="list-style-type: none"> <li>• On the Options tab, in the proxy section, modify the following options by entering new port numbers. For example: <ul style="list-style-type: none"> <li>• <code>sip.localport = 5260</code></li> <li>• <code>sip.localsecureport = 5261</code></li> <li>• <code>sip.transport.0 = transport0</code><br/> <code>udp:any:5260</code></li> <li>• <code>sip.transport.1 =transport1</code><br/> <code>tcp:any:5260</code></li> <li>• <code>sip.transport.2 = transport2</code><br/> <code>tls:any:5261</code><br/> <code>cert=\$InstallationRoot\$/config/x509_certificate.pem</code><br/> <code>key=\$InstallationRoot\$/config/x509_private_key.pem</code></li> </ul> </li> </ul> |
| 9. Configure GVP resources.                                         | <p>Complete the following procedure:</p> <p> <a href="#">Configuring GVP Resources</a></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 10. Configure A GVP IVR Profile to point to SIP Voicemail Server.   | <p>On the Options tab, specify these parameters in their respective sections:</p> <ul style="list-style-type: none"> <li>• <code>[gvp.general]service-type = voicexml</code></li> <li>• <code>[gvp.service-prerequisite]initial-page-url = http://&lt;Voicemail Server IP&gt;:&lt;8080&gt;/voicemail-web</code></li> </ul> <p><b>Note:</b> For HA deployments, use the Virtual IP address for the GSVM Server HA pair.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Objective                       | Related procedures and actions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 11. Configure a GVP DID Group.  | <ul style="list-style-type: none"><li>On the Options tab, specify this parameter in its respective section:<br/>[gvp.dn-groups]&lt;name of the group&gt; = &lt;DNs in the group&gt;<br/>where &lt;DNs in the group&gt; are configured DN's under a Switch with which the voicemail SIP Server Application is associated.</li><li>Associate the IVR Profile with the DID Group, by specifying the following parameter in its respective section:<br/>[gvp.dn-group-assignments]voicemail=&lt;DBID of the Voicemail IVR Profile&gt;</li></ul> |
| 12. Configure a GVP MCP object. | <ul style="list-style-type: none"><li>On the Options tab, in the gvp.rm section, configure the following parameter:<br/>aor=sip:&lt;MCP_IP_Address:MCP_Port&gt;</li><li>Make sure the Squid is disabled by specifying the following parameter:<br/>fm.http_proxy=""</li><li>On the Connections tab, add the TTS Application object</li><li>On the Advanced tab, in the Application Parameters dialog box, specify the following parameter:<br/>provisiontype=primary</li></ul>                                                              |