

GENESYS

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 HA Deployment Guide

Configuring MCP Shared Voicemail Storage (Windows)

4/10/2025

Configuring MCP Shared Voicemail Storage (Windows)

Start

- 1. Map a shared network folder as a local drive on the MCP hosts.
 - Share on Host1: voicemail-record
 - On MCP1: Map D: to \\Host1\voicemail-record and specify D: in the recording basepath parameter.
 - On MCP2: Map D: to \\Host1\voicemail-record and specify D: in the recording basepath parameter.
 - On the voicemail server application set voice-record-path=\\Host1\voicemail-record
- 2. Mount the network drive for the local system account.
 - 1. Download SysinternalsSuite by Mark Russianovich available at http://technet.microsoft.com/en-us/ sysinternals/bb842062.aspx.
 - 2. As administrator, open an elevated cmd.exe prompt.
 - 3. Elevate again to root using PSExec.exe.
 - 4. Navigate to the folder containing SysinternalsSuite and execute the following command: psexec -i -s cmd.exe
 - 5. Confirm you are inside of the prompt nt authority\system by typing whoami
 - 6. Create the persistent mapped drive as the SYSTEM account with the following command: net use z:\servername\sharedfolder /persistent:yes.

End

Next Steps I Back to Task Table