GENESYS™

GVP Deployment Guide

Manually Installing GVP on Windows

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These instructions install each GVP component separately, one per tab.

Procedures

This section describes how to install GVP on a Windows OS in a new deployment, or add GVP components to an existing deployment. The prerequisites for each component include preparing the hosts for GVP and completing the preinstallation activities.

- Before you begin to install the components, copy the GVP installation packages to a directory on the Windows hosts or to a network drive from which they can be downloaded.

- To deploy multiple instances of the Media Control Platforms on a single host, follow the instructions in Deploying Multiple MCP Instances.

Squid Caching Proxy

Procedure: Installing the Squid Caching Proxy (Windows)

This procedure installs and starts the Squid caching proxy on the Media Control Platform and Call Control Platform hosts.

Installation is optional; do it only if you have specific needs such as a persistent cache or non-standard security.

1. Verify that the requirements for Windows software are met. See Table: Software Requirements—Windows.

2. On the Windows host, execute the setup.exe setup file:
   If you are using the GVP software DVD, browse to the <GVPDVD>\gvp\windows\Squid\ folder, where <GVPDVD> is the DVD drive letter.
   If the DVD image is on a network drive, copy the <DVDImage>\gvp\windows\Squid\ folder to the local computer.

3. When the Genesys Deployment Wizard appears, click **Next**.

> ### Tip
> To avoid having to make manual configuration changes after installation, install the Squid caching proxy in the default directory, C:\Squid.

4. After the Deployment Wizard is complete, click **Finish**.

5. Restart the host computer.

   Start the Service

6. At the host computer, from the Windows Start menu, click Programs **> Administrative Tools >** Services.

7. In the Component Services window, click **Services (Local)**.

8. In the Services list, ensure that the service is running.

9. If the service is not running, right-click **SquidNT**, and then select **Start**.

10. Click **OK**.

11. Install the Media Control Platform. See the tab **Media Control Platform** in this topic.

Media Control Platform

Procedure: Installing the Media Control Platform (Windows)

This procedure installs the Media Control Platform component, so that Session Initiation Protocol (SIP) applications which use Voice Extensible Markup Language (VoiceXML) can access the Media Control Platform media services.

- The Squid Caching proxy is installed on the Media Control Platform host, and the service is started (a prerequisite for GVP 8.1.1 and earlier 8.x releases only; optional in GVP 8.1.2 and later releases). See the tab **Squid Caching Proxy** in this topic.

- The Media Control Platform host is prepared for installation. See Preparing the Hosts for GVP.

- The Media Control Platform Application object template is imported, and an Application object is created. See Preinstallation Activities. Microsoft Internet Information Services (IIS) is installed. See Prerequisites.

1. Execute the setup.exe setup file:
   - If you are using the GVP software DVDs, browse to the `<GMS_Installation_DVD>\solution_specific\windows\mcp\` folder.
   - If the DVD image is on a network drive, copy the `<DVDImage>\solution_specific\windows\mcp\` folder to the local computer.

2. When the Genesys Deployment Wizard appears, click **Next**.

3. Select one of two audio formats for your region:
   - `Mulaw` (North America)
   - `Alaw` (Europe).

4. On the Connection Parameters page, enter the information in the Host and User sections, as shown in the table below.
   These are the connection parameters for the Configuration Server.

Table: Connection Parameters for Configuration Server

Section	Field	Description
Host	Host name	Enter the host name or IP address of the Configuration Server.
	Port	Enter the port number of the Configuration Server.
User	User name	Enter the user name that is used to log in to the Configuration Server.
	Password	Enter the password that is used to log in to the Configuration Server.

5. On the Client Side Port Configuration page, select **Use Client Side Port** (if required). Enter the Port and IP Address.

6. On the Select Application page, select the Media Control Platform Application object that you want to install.

7. Select the destination folder in one of two ways:

    - Click **Next** to accept the default directory

    - Click **Browse** to select the destination folder, and then click **Next**.

8. Enter a check mark in one or both of the following check boxes, if required:

    - **Use HTTP Proxy** enables the use of an HTTP Proxy.

    - **Enable Voice XML application on this server** enables the use of GVP VoiceXML applications or Genesys Media Server with Play Application treatments.

9. Your action depends on your choice in the previous step (8):

    - Skip this step if you did *not* check the **Use HTTP Proxy** option.

    - If you checked the **Use HTTP Proxy** option:

        - In the Proxy Server Host Name field, enter the host name of the proxy server.

        - In the Proxy Server IP Address field, enter the IP address of the proxy server.

10. Create a connection to the Reporting Server. See Procedure: Creating a Connection to a Server.

11. On the Ready to Install page, click **Install**.

12. When the installation is complete, click **Finish**.

13. Configure the Media Control Platform Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

14. Install the Call Control Platform. See the tab **Call Control Platform** in this topic.

Call Control Platform

Procedure: Installing the Call Control Platform (Windows)

This procedure installs the Call Control Platform component so that applications using Call Control Extensible Markup Language (CCXML) can access the Call Control Platform call-processing services.

1. Verify that:

    - The Squid caching proxy is installed on the Call Control Platform host, and the service is started (a prerequisite for GVP 8.1.1 and earlier 8.x releases only; optional in GVP 8.1.2). See the tab **Squid Caching Proxy** in this topic.

    - The Call Control Platform host is prepared for installation. See Preparing the Hosts for GVP.

    - The Call Control Platform Application object template is imported, and an Application object is created. See Preinstallation Activities.

2. Execute the **setup.exe** setup file:

    - If you are using the GVP software DVDs, browse to the `<GVP_Installation_DVD>\solution_specific\windows\ccp\` folder.

    - If the DVD image is on a network drive, copy the `<DVDImage>\solution_specific\windows\ccp\` folder to the local computer.

3. When the Genesys Deployment Wizard appears, click **Next**.

4. On the Connection Parameters page, enter the information in the Host and User sections as shown in the table below.
   These are the connection parameters for the Configuration Server.

Table: Connection Parameters for Configuration Server

Section	Field	Description
Host	Host name	Enter the host name or IP address of the Configuration Server.
	Port	Enter the port number of the Configuration Server.
User	User name	Enter the user name that is used to log in to the Configuration Server.
	Password	Enter the password that is used to log in to the Configuration Server.

5. On the Client Side Port Configuration page, select **Use Client Side Port** (if required). Enter the Port and IP Address.

6. On the Select Application page, select the Call Control Platform Application object you want to install.

7. Select the destination folder in one of two ways:

    - Click **Next** to accept the default directory

    - Click **Browse** to select the destination folder, and then click **Next**.

8. In the VP Reporting Server section, enter the Host (name of the Reporting Server) and accept the default value 61616 for the Reporting Server port number.

9. On the Ready to Install page, click **Install**.

10. When the installation is complete, click **Finish**.

11. Configure the Call Control Platform Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

12. Install the Resource Manager. See the tab **Resource Manager** in this topic.

Resource Manager

Procedure: Installing the Resource Manager (Windows)

1. Verify that:

    • The Resource Manager host is prepared for installation. See Preparing the Hosts for GVP.

    • The Resource Manager Application object template is imported and an Application object is created. See Preinstallation Activities.

2. Execute the `setup.exe` setup file:

    • If you are using the GVP software DVDs, browse to the `<GMS_Installation_DVD>\solution_specific\windows\rm\` folder.

    • If the DVD image is on a network drive, copy the `<DVDImage>\solution_specific\windows\rm\` folder to the local computer.

3. When the Genesys Deployment Wizard appears, click **Next**.

4. On the Connection Parameters page, enter the information in the Host and User sections, as shown in the table below.

Table: Connection Parameters for Configuration Server

Section	Field	Description
Host	Host name	Enter the host name or IP address of the Configuration Server.
	Port	Enter the port number of the Configuration Server.
User	User name	Enter the user name that is used to log in to the Configuration Server.
	Password	Enter the password that is used to log in to the Configuration Server.

5. On the Client Side Port Configuration page, select **Use Client Side Port** (if required). Enter the Port and IP Address.
    These are the connection parameters for the Configuration Server.

6. On the Select Application page, select the Resource Manager Application object.

7. Select the destination folder in one of two ways:

    • Click **Next** to accept the default directory

- Click **Browse** to select the destination folder, and then click **Next**.

8. In the VP Reporting Server section, enter the Host (name of the Reporting Server) and accept the default value 61616 for the Reporting Server port number.

9. On the Ready to Install page, click **Install**.

10. When the installation is complete, click **Finish**.

11. Configure the Resource Manager Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

12. Install the Reporting Server. See the tab **Reporting Server** in this topic.

Reporting Server

Procedure: Installing the Reporting Server (Windows)

- Microsoft SQL and Oracle are the only supported databases for Windows. In this procedure, when you select the database, you can choose the Standard or Enterprise edition of the database. If you select the Enterprise edition, partitioning of the database is enabled automatically during installation.

- When database partitioning is enabled, Genesys recommends that you not change the partitioning mode of operation or the number of partitions (even after the Reporting Server is started), because of issues that might arise if the database schema or stored data is changed.

1. Verify that:

   - The Sun Java Runtime Environment (JRE) 6.0, Update 19 or later is installed. See Prerequisites. JRE 7.0 or later is required for IPv6 communications.

   - The Reporting Server host is prepared for the installation. See Preparing the Hosts for GVP.

   - The Reporting Server Application object template is imported, and an Application object is created. See Preinstallation Activities.

2. Execute the setup.exe setup file:

   - If you are using the GVP software DVDs, browse to the `<GMS_Installation_DVD>\solution_specific\windows\rs\` folder.

   - If the DVD image is on a network drive, copy the `<DVDImage>\solution_specific\windows\rs\` folder to the local computer.

3. When the Genesys Deployment Wizard appears, click **Next**.

4. On the Connection Parameters page, enter the information in the Host and User sections, as shown in the table below.
   These are the connection parameters for the Configuration Server.

Table: Connection Parameters for Configuration Server

Section	Field	Description
Host	Host name	Enter the host name or IP address of the Configuration Server.

Section	Field	Description
	Port	Enter the port number of the Configuration Server.
User	User name	Enter the user name that is used to log in to the Configuration Server.
	Password	Enter the password that is used to log in to the Configuration Server.

5. On the Select Application page, select the Reporting Server Application object.

6. Select the destination folder in one of two ways:

    - Click **Next** to accept the default directory

    - Click **Browse** to select the destination folder, and then click **Next**.

7. On the Select the Installed Sun's Java Runtime Environment (JRE) page, select the `runtime` environment for your deployment.

8. In the Database Engine Option section, select the appropriate database for your deployment from the options listed on-screen. For information on Supported Database/DB Clusters, refer to the Genesys Media Server page of the Genesys Supported Operating Environment Reference Guide.

9. On the VP Reporting Server Parameters page, enter the parameters, as shown in the table below. In that table, the terms DB Server and database server refer to the server that hosts the database software. For example, Oracle or SQL Server not to the Management Framework Configuration DB Server.
    In addition, if you are installing an Oracle database, enter the SID or global database name in the Database Name field.

Table: VP Reporting Server Parameters

Section	Field	Description
Database Server	DB Server Host	Enter the host name or IP address, and the instance (if defined), on which the SQL Server or Oracle is installed.
	DB Server Port	Enter the port number of the database server host typically, 1433 for MSSQL and 1521 for Oracle.
Database	Database Name	Enter the name of the Reporting Server database. For example, db_rs.
User	User Name	Enter the user name that you want to use to connect to the database.
	Password	Enter the password that you want to use to connect to the database.

10. In the VP Reporting Server section, accept the default port number 61616.

11. On the Ready to Install page, click **Install**.

12. When the installation is complete, click **Finish**.

13. Configure the Reporting Server Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically

Supplementary Services Gateway

Procedure: Installing the Supplementary Services Gateway (Windows)

1. Verify that the Supplementary Services Gateway host is prepared for installation. See Preparing the Hosts for GVP.

2. Verify that the Supplementary Services Gateway Application object template is imported, and an Application object is created. See Preinstallation Activities.

3. Execute the setup.exe setup file:

   - If you are using the GVP software DVDs, browse to the `<GVP_Installation_DVD>\solution_specific\windows\SSG\` folder.

   - If the DVD image is on a network drive, copy the `<DVDImage>\solution_specific\windows\SSG\` folder to the local computer.

4. When the Genesys Deployment Wizard appears, click **Next**.

5. On the Connection Parameters page, enter the information in the Host and User sections, as shown in the table below.

Table: Connection Parameters for Configuration Server

Section	Field	Description
Host	Host name	Enter the host name or IP address of the Configuration Server.
	Port	Enter the port number of the Configuration Server.
User	User name	Enter the user name that is used to log in to the Configuration Server.
	Password	Enter the password that is used to log in to the Configuration Server.

6. On the Client Side Port Configuration page, select **Use Client Side Port** (if required). Enter the Port and IP Address.

7. On the Select Application page, select the Supplementary Services Gateway Application object.

8. Select the destination folder in one of two ways:

   - Click **Next** to accept the default directory

   - Click **Browse** to select the destination folder, and then click **Next**.

9. On the Ready to Install page, click **Install**.

10. When the installation is complete, click **Finish**.

11. Configure the Supplementary Services Gateway Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

12. If you intend to use the CTI Connector functionality in your environment, install the CTI Connector. See the tab **CTI Connector** in this topic.

CTI Connector

Procedure: Installing the CTI Connector (Windows)

Installation is optional. The CTI Connector acts as a SIP Back-to-Back User Agent (B2BUA) to provide a standard SIP interface to the internal GVP components. Furthermore, the CTI Connector communicates with CTI by using the Interactive Voice Response (IVR) Server XML interface to connect to the Genesys Framework.

1. Verify that the CTI Connector host is prepared for installation. See Preparing the Hosts for GVP.

2. Verify that the CTI Connector Application object template is imported, and an Application object is created. See Preinstallation Activities.

3. Execute the setup.exe setup file:

    - If you are using the GVP software DVDs, browse to the `<GVP_Installation_DVD>\solution_specific\windows\ctic\` folder.

    - If the DVD image is on a network drive, copy the `<DVDImage>\solution_specific\windows\ctic\` folder to the local computer.

4. When the Genesys Deployment Wizard appears, click **Next**.

5. On the Connection Parameters page, enter the information in the Host and User sections, as shown in the table below.

Table: Connection Parameters for Configuration Server

Section	Field	Description
Host	Host name	Enter the host name or IP address of the Configuration Server.
	Port	Enter the port number of the Configuration Server.
User	User name	Enter the user name that is used to log in to the Configuration Server.
	Password	Enter the password that is used to log in to the Configuration Server.

6. On the Client Side Port Configuration page, select **Use Client Side Port** (if required). Enter the Port and IP Address.

7. On the Select Application page, select the CTI Connector Application object.

8. Select the destination folder in one of two ways:

    - Click **Next** to accept the default directory

    - Click **Browse** to select the destination folder, and then click **Next**.

9. On the Ready to Install page, click **Install**.

10. When the installation is complete, click **Finish**.

11. Configure the CTI Connector Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically

12. If you intend to use the PSTN Connector in your environment, see the tab **PSTN Connector** in this topic.

PSTN Connector

Procedure: Installing the PSTN Connector (Windows)

> ### Tip
> Install and use the PSTN Connector (PSTNC) only after careful consideration, because the Dialogic boards that it requires are no longer sold.
>
> Although Dialogic supports this hardware until 2018, support may have limitations and there is no assurance that future versions of GVP will preserve backward support for PSTNC.
>
> The latest PSTNC release is 8.1.4, and it requires MCP 8.1.4 to be compatible with GVP 8.1.5 and above. Install MCP 8.1.4 into a GVP logical resource group, and it will be able to talk to PSTNC 8.1.4.

Installation of the PSTN Connector is required to integrate TDM networks with GVP and facilitate migration to GVP 8.x. TDM integration is supported through Dialogic telephony technology only. </toggledisplay>

1. Verify that the PSTN Connector host is prepared for installation. See Preparing the Hosts for GVP.

2. Verify that the PSTN Connector Application object template is imported, and an Application object is created. See Preinstallation Activities.

3. Execute the setup.exe setup file:

    - If you are using the GVP software DVDs, browse to the `<GVP_Installation_DVD>\solution_specific\windows\pstnc\` folder.

    - If the DVD image is on a network drive, copy the `<DVDImage>\solution_specific\windows\pstnc\` folder to the local computer.

4. When the Genesys Deployment Wizard appears, click **Next**.

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5. On the Connection Parameters page, enter the information in the Host and User sections, as shown in the table below.

6. On the Client Side Port Configuration page, select **Use Client Side Port** (if required). Enter the Port and IP Address.

7. On the Select Application page, select the PSTN Connector Application object.

8. Select the destination folder in one of two ways:

   - Click **Next** to accept the default directory

   - Click **Browse** to select the destination folder, and then click **Next**.

9. On the Ready to Install page, click **Install**.

10. When the installation is complete, click **Finish**.

11. Configure the PSTN Connector Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

12. If you intend to use the Policy Server in your environment, see the tab **Policy Server** in this topic.

Policy Server

Procedure: Installing the Policy Server (Windows)

1. Verify that the Policy Server host is prepared for installation. See Preparing the Hosts for GVP.

2. Verify that the Policy Server Application object template is imported, and an Application object is created. Preinstallation Activities.

3. Execute the setup.exe setup file:

   - If you are using the GVP software DVDs, browse to the <GVP_Installation_DVD>\solution_specific\windows\ps\ folder.

   - If the DVD image is on a network drive, copy the <DVDImage>\solution_specific\windows\ps\ folder to the local computer.

4. When the Genesys Deployment Wizard appears, click **Next**.

5. On the Connection Parameters page, enter the information in the Host and User sections, as shown in the table below.

6. On the Client Side Port Configuration page, select **Use Client Side Port** (if required). Enter the Port and IP Address.

7. On the Select Application page, select the Policy Server Application object.

8. Select the destination folder in one of two ways:

   - Click **Next** to accept the default directory

   - Click **Browse** to select the destination folder, and then click **Next**.

9. On the Ready to Install page, click **Install**.

10. When the installation is complete, click **Finish**.

11. Configure the Policy Server Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

12. If you intend to use the MRCP Proxy in your environment, see the tab **MRCP Proxy** in this topic.

MRCP Proxy

Procedure: Installing the MRCP Proxy (Windows)

1. Verify that the MRCP Proxy host is prepared for installation. See Preparing the Hosts for GVP.

   - The MRCP Proxy Application object template is imported, and an Application object is created. See Preinstallation Activities.

2. Execute the setup.exe setup file:

   - If you are using the GVP software DVDs, browse to the `<GVP_Installation_DVD>\solution_specific\windows\mrcpp\` folder.

   - If the DVD image is on a network drive, copy the `<DVDImage>\solution_specific\windows\mrcpp\` folder to the local computer.

3. When the Genesys Deployment Wizard appears, click **Next**.

4. On the Connection Parameters page, enter the information in the Host and User sections, as shown in the table below.

Table: Connection Parameters for Configuration Server

Section	Field	Description
Host	Host name	Enter the host name or IP address of the Configuration Server.
	Port	Enter the port number of the Configuration Server.
User	User name	Enter the user name that is used to log in to the Configuration Server.
	Password	Enter the password that is used to log in to the Configuration Server.

5. On the Client Side Port Configuration page, select **Use Client Side Port** (if required). Enter the Port and IP Address.

6. On the Select Application page, select the MRCP Proxy Application object.

7. Select the destination folder in one of two ways:

   - Click **Next** to accept the default directory

   - Click **Browse** to select the destination folder, and then click **Next**.

8. On the Ready to Install page, click **Install**.

9. When the installation is complete, click **Finish**.

10. Configure the MRCP Proxy Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.