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# GVP Deployment Guide

Installing GVP

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# Installing GVP

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## Task Summary: Preparing Your Environment for GVP

Objective	Related Procedures and Actions
<b>Plan the Deployment</b>	For specific restrictions and recommendations to consider, see <a href="#">Preparing the Hosts for GVP</a> .
<b>Install Common Genesys Framework Components</b>	<ol style="list-style-type: none"> <li><b>[+] Install Management Framework</b> <ol style="list-style-type: none"> <li>Deploy Genesys Management Framework and ensure that it is fully operational and running. See the <a href="#">Framework Deployment Guide</a>.</li> <li>Management Framework is the centralized element management system for all Genesys software.</li> </ol> </li> <li><b>[+] Install Genesys Administrator</b> <p>Install Genesys Administrator and ensure that it is fully operational, using instructions in the <a href="#">Framework Deployment Guide</a>. Genesys Administrator is the centralized management interface for all Genesys software.</p> </li> <li><b>[+] Install Genesys SNMP Master Agent</b> <ol style="list-style-type: none"> <li>Install and configure the SNMP Master Agent on the same host(s) as the Resource Manager, Media Control Platform, Call Control Platform, Supplementary Services Gateway, CTI Connector, and PSTN Connector components.</li> <li>After the SNMP Master Agent has been installed on the GVP hosts, you will assign the SNMP Master Agent to each component for which you want to capture alarm and trap information. This is a post-installation activity (see <a href="#">Procedure: Creating a Connection to a Server</a>).</li> <li>The Genesys Media Server 8.5 DVD includes an MIB Installation Package that can be loaded on the SNMP management console (for example, HP Open View) in your environment. To install the MIBs, run the setup.exe file and specify the default installation path: C:\Program Files\GCTI\gvp\VP MIB 8.5</li> </ol> </li> </ol>

Objective	Related Procedures and Actions
	<div data-bbox="516 365 571 407">Tip</div> <p data-bbox="521 415 1347 506">The SNMP Master Agent is required only if you are capturing alarm and trap information. For more information about installing the Management Framework and the SNMP Master Agent, see the <a href="#">Framework Deployment Guide</a>. For more information about the MIBs, see the <a href="#">GVP 8.5 SNMP MIB Reference</a>.</p>
<b>Install third party software</b>	<p data-bbox="435 653 1450 793">4. If you are using automatic speech recognition (ASR) and/or text-to-speech (TTS), install the third-party Media Resource Control Protocol (MRCP) speech server and ensure that it is operational. For more information about this software, see your MRCP vendor's documentation. For information about prerequisite software, see <a href="#">Prerequisites</a>.</p>
<b>Prepare the Host(s)</b>	<p data-bbox="435 856 1382 940">5. Stop antivirus software that might be running on systems that will host GVP components. Check the vendor documentation for your antivirus software configuration.</p> <p data-bbox="435 961 1365 1045">6. Install the Local Control Agent on the GVP host(s). See <a href="#">Procedure: Installing the Local Control Agent (Windows)</a> or <a href="#">Procedure: Installing the Local Control Agent (Linux)</a>.</p>
<b>Complete the prerequisites</b>	<p data-bbox="456 1079 1097 1110"><b>7. [+] Install the Squid caching proxy (optional)</b></p> <p data-bbox="435 1129 1084 1150">Squid is optional —no longer a prerequisite for the Fetching Module.</p> <ul data-bbox="444 1178 1435 1339" style="list-style-type: none"> <li>• Windows: Install the Squid caching proxy on the Media and Call Control Platform hosts. Linux: Squid is installed with the OS.</li> <li>• Windows: Check Windows Services to confirm that Squid is installed. Linux: Enter the command <code>rpm -qa   grep squid</code>.</li> </ul> <p data-bbox="456 1388 951 1419"><b>8. [+] Install the Apache Web Server.</b></p> <p data-bbox="435 1438 1149 1459">On the Media Control Platform, install the Apache Web Server (Linux only).</p> <p data-bbox="456 1507 992 1539"><b>9. [+] Install Red Hat Package Manager.</b></p> <p data-bbox="435 1558 1435 1600">Obtain the latest Red Hat Package Manager (RPM) for the Apache Web Server from the vendor's website and follow the instructions for installing it.</p> <ol data-bbox="435 1627 1276 1753" style="list-style-type: none"> <li>Configure the Apache Web Server to start automatically at startup.</li> <li>Modify the <code>/etc/rc.d/rcX.d</code> file.</li> <li>Enter <code>/etc/init.d/httpd start</code>.</li> </ol> <p data-bbox="435 1772 1403 1793">For more information about the prerequisite software, see <a href="#">Prerequisites</a> or visit the vendor's website.</p>

Objective	Related Procedures and Actions
	<p><b>10. [+] Install Dialogic</b></p> <p>To ensure that Dialogic functions properly after installation, disable the Physical Address Extension (PAE) on Windows 2008. To do so from the command line interface (CLI), enter these commands:</p> <ul style="list-style-type: none"> <li>• <code>C:\bcdedit /set nx OptOut</code></li> <li>• <code>C:\bcdedit /set pae ForceDisable</code></li> </ul> <p>(only if you are adding the PSTN Connector to your environment)</p> <p>11. Restart the server.</p> <p>For more information about installing and configuring Dialogic hardware and software, visit the vendor's website.</p>

### Task Summary: Deploying GVP with Genesys Administrator

Objective	Related Procedures and Actions
<b>Configure the host(s)</b>	<p>1. Configure a new host in the Configuration Database for each computer that is hosting GVP components. See <a href="#">Procedure: Configuring a Host in Genesys Administrator</a>.</p>
<b>Install GVP</b>	<p>2. Import the Installation Packages into the Genesys Administrator Repository. See <a href="#">Procedure: Importing the Installation Packages into the Repository</a>.</p> <p>3. Use the Genesys Deployment Wizard to install the GVP components with basic configuration. See <a href="#">Procedure: Using the Deployment Wizard to Install GVP</a></p> <div> <p><b>Tip</b></p> <p>If the components are deployed on the same server (all-in-one deployment), be aware of port conflicts. To avoid port conflicts use the Genesys Deployment Wizard for all-in-one deployments.</p> </div>
<b>Start the components</b>	<p>4. Configure the GVP components to start automatically. See <a href="#">Startup Sequence for the VPS</a> and <a href="#">Starting and Stopping the Components</a>.</p>
<b>Complete the post-installation activities</b>	<p>5. Configure the GVP components for the functionality that you want use in your deployment. See <a href="#">Task Summary: Post-Installation Configuration of GVP</a>.</p> <div> <p><b>Tip</b></p> <p>Before you begin to plan and configure your GVP resources, there is important information you should know about tenant permissions and assigning DID Groups in multi-tenant environments. See <a href="#">HMT Permissions and Access Rights</a>.</p> </div>