



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.

GVP Deployment Guide

Preparing the Operating System for GVP

5/14/2025

Preparing the Operating System for GVP

This topic describes how to prepare the Windows operating system for Genesys Voice Platform (GVP) 8.5.x deployments. For information about the software prerequisites when deploying GVP on the Windows platform, see [Supported Operating System](#) guide and [Prerequisites](#).

Tip

- There are no requirements to prepare the Linux platform for GVP. This section contains information about the Windows platform only.
- GVP supports installation on virtual machines created by VMware as per details in [Supported Operating Environment: Genesys Virtual Platform Support](#). All the same requirements for physical GVP host systems apply. See the VMware manuals and the operating system vendor documentation for installing virtual machines.

Windows Services and Settings

Complete the tasks to configure Windows services and modify Registry settings on each host before you install GVP. See the Task Summary below.

Important

When you name a computer, do not use the underscore (_) character, even though Windows setup permits it. Using the underscore character causes serious problems with several web services used by the GVP software.

Task Summary: Specifying Windows Services and Settings

Objective	Related Procedures and Actions
1. Modify Windows Registry settings.	<p>Accommodate environments that handle a large number of concurrent calls or enable quick usage of MRCPv2 ASR & TTS resources by changing the following Windows Registry parameter on all GVP hosts before you begin the deployment.</p> <p>If you have planned your environment to reach call volumes of more than 200 concurrent calls, use the regedit.exe command to add the DWORD parameter to the following registry key: HKEY_LOCAL_MACHINE/SYSTEM/CurrentControlSet/Services/tcpip/Parameters</p> <ol style="list-style-type: none">a. Select Edit > New.b. Click the DWORD value, enter TcpTimedWaitDelay with decimal value:

Objective	Related Procedures and Actions
	<p>30 (or hex value: 1e)</p> <p>c. Exit the Registry and reboot the computer.</p> <p>The minimum value for this parameter is 30 seconds. DWORD resets any value less than 30 to the default of 240 seconds.</p>
2. Modify Windows OS settings.	<p>Optionally set the QoS policy (do not do it casually) by defining it in QoS Packet Scheduler that is part of the OS. This allows setting the IP DiffServ bits on outgoing packets.</p> <p>For instruction on how to define the IP DiffServ bits for outgoing packets per executable or per port, see the article, <i>Creating and Editing a QoS Policy in the Tech Center Library</i> on the Microsoft website.</p>
3. Enable or disable the required services, and set service start modes.	<p>Modify the following services as indicated:</p> <ul style="list-style-type: none"> Internet Information Server (IIS) Admin Service: Automatic^A World Wide Web Publishing Service: Automatic^B
4. Specify the recommended system performance settings.	<p>See Procedure: Configuring Settings for System Performance below.</p> <p>Note: See also the MicroSoft web page "Configuring Policy-based Quality of Service (QoS)," here: https://technet.microsoft.com/en-us/library/hh831689.aspx.</p>

A: Not required for the default setup of MCP component. If you require inline grammars on the MCP, then consult Microsoft documentation on how to add the appropriate roles and features in Windows 2008/2012 to enable the Internet Information Services (IIS). Also, refer to the [GVP 8.5 User's Guide](#) or the [Voice Platform Media Control Platform Configuration Options](#) for how to configure inline grammars.

B: Inline grammars, when enabled, must be hosted on the local web server (MCP only). Please refer to the Microsoft documentation on how to add the appropriate roles and features in Windows 2008/2012 to enable the World Wide Web Publishing Service. Also, refer to the [GVP 8.5 User's Guide](#) or the [Voice Platform Media Control Platform Configuration Options](#) for how to configure inline grammars.

Procedure: Configuring Settings for System Performance

Complete this procedure for each Windows server that will host GVP components, to maximize host performance.

- Go to the **Control Panel >System> Advanced** tab.
- In the Performance section, click **Settings**.
The Performance Options page appears.
- Select the **Advanced** tab.
- In the Processor scheduling section, select **Background services**.
- Set the virtual memory size:
 - In the Virtual memory section, select **Change**.
The Virtual Memory page appears.

- b. Select **Custom size** and then set the following:
 - Initial size (MB): 1.5 times your RAM
 - Maximum size (MB): 2 times your RAM
 - c. Select **Set**.
6. Click **OK** to exit all dialog boxes.
 7. When prompted, restart the computer.