GVP Deployment Guide

Installing GVP

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Task Summary: Preparing Your Environment for GVP

Objective	Related Procedures and Actions
Plan the Deployment	For specific restrictions and recommendations to consider, see Preparing the Hosts for GVP.
Install Common Genesys Framework Components	1. **[+] Install Management Framework** a. Deploy Genesys Management Framework and ensure that it is fully operational and running. See the Framework Deployment Guide. b. Management Framework is the centralized element management system for all Genesys software. 2. **[+] Install Genesys Administrator** Install Genesys Administrator and ensure that it is fully operational, using instructions in the Framework Deployment Guide. Genesys Administrator is the centralized management interface for all Genesys software. 3. **[+] Install Net-SNMP** a. Install and configure Net-SNMP on the same host(s) as the Resource Manager, Media Control Platform, Call Control Platform, Supplementary Services Gateway, CTI Connector, and PSTN Connector components. b. After Net-SNMP has been installed on the GVP hosts, you will assign Net-SNMP to each component for which you want to capture alarm and trap information. This is a post-installation activity (see Procedure: Creating a Connection to a Server). c. 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`

Objective	Related Procedures and Actions
	Tip Net-SNMP is required only if you are capturing alarm and trap information. For more information about the MIBs, see the GVP 8.5 SNMP MIB Reference.
Install third party software	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 Prerequisites.
Prepare the Host(s)	5. Stop antivirus software that might be running on systems that will host GVP components. Check the vendor documentation for your antivirus software configuration. 6. Install the Local Control Agent on the GVP host(s). See Procedure: Installing the Local Control Agent (Windows) or Procedure: Installing the Local Control Agent (Linux).
Complete the prerequisites	7. **[+] Install the Squid caching proxy (optional)** Squid is optional —no longer a prerequisite for the Fetching Module. • Windows: Install the Squid caching proxy on the Media and Call Control Platform hosts. Linux: Squid is installed with the OS. • Windows: Check Windows Services to confirm that Squid is installed. Linux: Enter the command rpm -qa | grep squid. 8. **[+] Install the Apache Web Server.** On the Media Control Platform, install the Apache Web Server (Linux only). 9. **[+] Install Red Hat Package Manager.** 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. a. Configure the Apache Web Server to start automatically at startup. b. Modify the /etc/rc.d/rcX.d file. c. Enter /etc/init.d/httpd start. For more information about the prerequisite software, see Prerequisites or visit the vendor's website. 10. **[+] Install Dialogic**

Objective	Related Procedures and Actions
	To ensure that Dialogic functions properly after installation, disable the Physical Address Extension (PAE) on Windows. To do so from the command line interface (CLI), enter these commands: • `C:\bcdedit /set nx OptOut` • `C:\bcdedit /set pae ForceDisable` (only if you are adding the PSTN Connector to your environment) 11. Restart the server. For more information about installing and configuring Dialogic hardware and software, visit the vendor's website.

Task Summary: Deploying GVP with Genesys Administrator

Objective	Related Procedures and Actions
Configure the host(s)	1. Configure a new host in the Configuration Database for each computer that is hosting GVP components. See Procedure: Configuring a Host in Genesys Administrator.
Install GVP	2. Import the Installation Packages into the Genesys Administrator Repository. See Procedure: Importing the Installation Packages into the Repository. 3. Use the Genesys Deployment Wizard to install the GVP components with basic configuration. See Procedure: Using the Deployment Wizard to Install GVP > **Tip** > 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.
Start the components	4. Configure the GVP components to start automatically. See Startup Sequence for the VPS and Starting and Stopping the Components.
Complete the post-installation activities	5. Configure the GVP components for the functionality that you want use in your deployment. See Task Summary: Post-Installation Configuration of GVP. > **Tip** > 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 HMT Permissions and Access Rights.