



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

Installing GVP

5/10/2025

Installing GVP

- [Task Summary: Preparing Your Environment for GVP](#)
- [Task Summary: Deploying GVP with Genesys Administrator](#)
- [Installing GVP with the Deployment Wizard](#)
- [Installing the GVP Reporting Plugin for GAX](#)
- [Installing Manually on Windows](#)
- [Installing Manually on Linux](#)
- [Deploying Multiple Media Control Platforms](#)
- [Deploying GVP Multi-Site Environments](#)

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	<ol style="list-style-type: none"> [+] Install Management Framework <ol style="list-style-type: none"> Deploy Genesys Management Framework and ensure that it is fully operational and running. See the Framework Deployment Guide. Management Framework is the centralized element management system for all Genesys software. [+] Install Genesys Administrator <p>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.</p> [+] Install Net-SNMP <ol style="list-style-type: none"> 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. 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). 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
	<div data-bbox="516 367 571 405">Tip</div> <p data-bbox="521 415 1328 464">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.</p>
Install third party software	<p data-bbox="435 611 1446 747">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.</p>
Prepare the Host(s)	<p data-bbox="435 816 1382 898">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="435 915 1365 997">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).</p>
Complete the prerequisites	<p data-bbox="456 1041 1097 1066">7. [+] Install the Squid caching proxy (optional)</p> <p data-bbox="435 1087 1084 1108">Squid is optional —no longer a prerequisite for the Fetching Module.</p> <ul data-bbox="444 1136 1433 1293" style="list-style-type: none"> • 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 <code>rpm -qa grep squid</code>. <p data-bbox="456 1346 951 1371">8. [+] Install the Apache Web Server.</p> <p data-bbox="435 1392 1149 1413">On the Media Control Platform, install the Apache Web Server (Linux only).</p> <p data-bbox="456 1465 992 1491">9. [+] Install Red Hat Package Manager.</p> <p data-bbox="435 1514 1433 1560">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 1587 1276 1707" style="list-style-type: none"> Configure the Apache Web Server to start automatically at startup. Modify the <code>/etc/rc.d/rcX.d</code> file. Enter <code>/etc/init.d/httpd start</code>. <p data-bbox="435 1730 1401 1751">For more information about the prerequisite software, see Prerequisites or visit the vendor's website.</p> <p data-bbox="444 1801 740 1827">10. [+] Install Dialogic</p>

Objective	Related Procedures and Actions
	<p>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:</p> <ul style="list-style-type: none"> • <code>C:\bcdedit /set nx OptOut</code> • <code>C:\bcdedit /set pae ForceDisable</code> <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
Configure the host(s)	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 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 <div> 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. </div>
Start the components	<ol style="list-style-type: none"> 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	<ol style="list-style-type: none"> 5. Configure the GVP components for the functionality that you want use in your deployment. See Task Summary: Post-Installation Configuration of GVP. <div> 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. </div>