GENESYS™

Genesys Driver for SMS and MMS Guide

Deploying the Driver

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Prerequisites

- Digital Messaging Server 9.0.002.06 or later

Note for customers upgrading from SMS Server

If you are upgrading from SMS Server, you can deploy Digital Messaging Server with the SMS/MMS driver on the same port and host as your previous SMS Server installation. After deployment is complete, you can start DMS with the SMS/MMS driver with its own Social Messaging Server Application type.

Deploy Digital Messaging Server

Follow the installation procedure for Digital Messaging Server.

Install the driver

1. Navigate to the folder that contains the installation package for Genesys Driver for SMS and MMS.
2. Run the installation for Genesys Driver for SMS and MMS:
   On Windows, run `setup.exe`

   On Linux, run `install.sh`
3. When prompted by the installation dialog, specify the proper Configuration Server parameters for your environment and select the desired Digital Messaging Server application.
4. After installation, locate the **SmsMmsDriver.cfg** configuration file in the **\<Digital Messaging Server application>\media-channel-drivers\channel-smsmms\Configuration** folder.
5. In GAX, open your Digital Messaging Server Application, go to the **Options** tab, and import options from the **SmsMmsDriver.cfg** file.

Configuration

All options are documented in the Options Reference. You must properly configure the x-jsms-config-file option before using the SMS/MMS driver. This option is required for MMS processing.

Configuring Chat Server

Genesys recommends that you use a separate Chat Server to handle SMS and MMS messages. Set the following Chat Server options:

- stop-abandoned-interaction = `never`
- transcript-auto-save = 1

Ensure that the following Chat Server options are set to their default values:

- use-contact-server = `true`
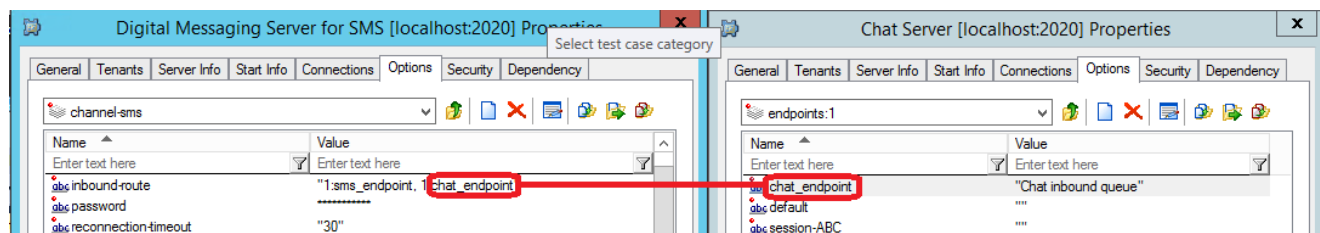- session-restoration-mode = `none`

There is a limit on the concurrent chat sessions Chat Server can support at a time. It depends on the hardware and chat session scenario, but as a rule of thumb you can expect a maximum of 1,000 concurrent sessions on one Chat Server.

Endpoints

You must specify endpoints for inbound messages arriving from the media channel.

For example:

- **1:sms_endpoint**—Endpoint for regular interactions, which are processed in **paging** mode.
- **1:sms_endpoint**, **1:chat_endpoint**—Same as above, plus an additional endpoint that Chat Server uses to place interactions in **chat session** mode

Other configuration

- Genesys recommends that you increase the default value of the session-shutdown-timeout option in DMS to 1800 (30 minutes).

- Genesys recommends that you increase the default value of the xml-request-max-size option in Chat Server to 100 (kilobytes).

Uninstalling or upgrading the driver

To uninstall or upgrade the SMS/MMS driver, do the following:

1. Stop the DMS application with the Genesys Driver for SMS and MMS. This can be done for example via GAX (or **Services** if using Windows).

2. Uninstall the Genesys Driver for SMS and MMS application:

   - On Windows through **Control Panel > Programs and Features**.

   - On Linux by running the **./uninstall_custom.sh** script from the **media-channel-drivers/channel-smsmms/uninstall** folder.

3. Verify that the folder **channel-smsmms** was removed under folder **media-channel-drivers**.

4. Install the new version of Genesys Driver for SMS and MMS, using the instructions above on this page.

5. Start the DMS application with the Genesys Driver for SMS and MMS.