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Outbound Contact Deployment Guide

HMP Software

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HMP Software

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CPD Server 7.6 and higher supports Dialogic HMP software in both transfer-mode and ASM-mode scenarios. HMP is enabled by the `line-type` option.

Note:	IP version 6 addressing schema (IPv6) is not supported by Dialogic HMP. CPD Server 8.1.2 will run only with Dialogic HMP software SU 328 and higher.
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The following are the differences between standard and HMP deployment:

- HMP is simply another connection protocol used in CPD Server.
- An HMP board is represented in Genesys Administrator as an `iptB1` folder under the regular folder. There are no required changes for the names or locations of the voice resources.
- An HMP channel is represented as `iptB1TX` where X is a channel number. The DN type is `Call Processing Port`.

There is no restriction on the number of HMP channels for CPD Server. However, the maximum number of HMP ports that HMP can support on each host depends on various factors, including host performance. Dialogic provides a calculator that enables you to estimate the number of HMP ports that single host can support. For the recommended hardware requirements for a specific number of channels, refer to the Dialogic documentation.

- HMP transfer-mode requires the following amounts of resources:
 - The same amount of RTP/IPCC resources as standard transfer-mode if OCS requests one-step transfer (that is, the OCS `call_transfer_type` option is set to `one_step`).
 - The same amount of voice resources as the standard transfer-mode.
- HMP ASM-mode requires the same amount of resources as regular ASM-mode.
- Unlike standard Transfer mode, the UserData in HMP Transfer mode is attached when the call enters the agent ACD Queue or Routing Point. This enables CPD Server to run in "hybrid" mode when a standard T-Server target is used with a media gateway.
- SIP Server is supported without needing to use a media gateway. However, only the SIP protocol without registration is supported.
- Each CPD port will still use one Genesys license. However, three types of Dialogic HMP licenses are required for each successful outbound call:
 - One license for Voice (`dxxx`)
 - Two licenses for `RTP_G_711`
 - Two licenses for `IP_Call_Control (ipt)`

Contact your Dialogic representative for more information about HMP licensing.

Note:	It is recommended that you complete the media
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processing channel configuration in the Outbound Contact 7.5 Configuration Wizard or Genesys Administrator.
Only one instance of CPD Server using HMP software can be executed on a host computer.

HMP and Multiple Network Interface Cards

If CPD Server with HMP is running on a host with multiple network interface cards (NIC), HMP software by default uses the first NIC from the list it gets from the operating system. Therefore, the IP address of the first NIC is used in SIP message headers (for example, the *Via* header). This is not always what is required. HMP does not allow the configuration of the IP address to be used. However, HMP does allow you to set the IP address to be used via an API call by the user agent (in this case, CPD Server).

CPD Server enables you to optionally assign a specific local IP address, to be used by HMP instead of the default IP address defined in the Dialogic DCM (as required for deployment on a host with multiple network interfaces). Use the configuration option `sip-local-address` to define the local IP address.

Configuration

To enable CPD Server to work with HMP software, you must complete the following configuration activity, starting with the procedure [Configuring CPD Server for HMP Software](#).

Configuring CPD Server for HMP Software

Start In the CPD Server application in Genesys Administrator, configure the following two options:

1. Set the `line-type` option to `sip-hmp` for Transfer mode, or `sip-hmp-asm` for ASM mode.
2. Set the `sip-proxy` option in the `hmp` section. This option contains the IP address of the SIP Server that HMP will use for dialing.

End

Configuring the SIP Switch for HMP Software

The configuration of a Dialogic folder in Genesys Administrator is still required when running HMP software. The subdirectories are still named `regular`, `engaging`, and `recording`.

Note:

The engaging folder is for ASM mode only.

Genesys Administrator simplifies the configuration of the Dialogic hardware in the Configuration Database. When you configure the Dialogic hardware by going to `Provisioning > Outbound Contact > Dialogic Boards`, Genesys Administrator creates all of the folders and subfolders, based on the selected Dialogic Board and line type. For more information, see *Framework Genesys Administrator Help*.

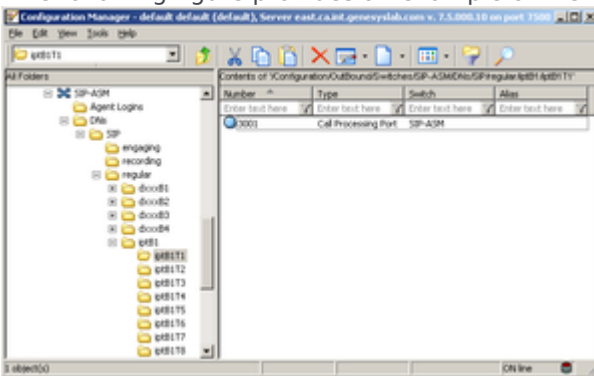
You can also manually configure the Dialogic hardware, per the procedure below.

Start

Configure the subfolders under the main regular, engaging and recording folders either manually or using the Configuration Wizard.

1. Configure the HMP board as an iptB1 folder under either the regular or the engaging folder. No changes for the names or locations of the voice resources (dxxx) are required.
2. Configure the HMP channels as iptB1TX where X is a channel number. The DN type must be set to Call Processing Port.
The maximum number of HMP ports that HMP can support on each host depends on various factors, including host performance. Dialogic provides a calculator that enables you to estimate the number of HMP ports that single host can support.

The following figure provides an example of the configuration in Configuration Manager.



Configuring HMP Channels

3. Configure the ipt DNs as type Call Processing Ports. The Options tab of these ports must contain a TServer section with the following entries:
 - contact, with a value of <DN@IP Address>. This specifies the host running the HMP software.
 - refer-enabled, with a value of false.

Refer to the *Framework SIP Server Deployment Guide* for more information about these options.

<p>Note:</p>	<p>HMP transfer mode requires two times as many RTP/IPCC resources as hardware transfer mode, but the same number of voice resources as hardware transfer mode. HMP ASM mode requires the same number of resources as hardware ASM mode.</p> <p>Unlike hardware transfer mode, the UserData in HMP transfer mode is attached when the call enters the agent queue or route point. This allows CPD Server to run in environments where a conventional T-Server (not SIP Server) with a media gateway is used.</p>
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End

Configuring Host Media Processing (HMP) Software

Start Perform the following configuration instructions to use HMP software:

1. The fcd and pcd file names are the license file name with an fcd or pcd extension. They are stored in the `...\HMP\data` directory on the host where HMP is installed. There are 4 license files with the following extensions:
 - `lic`, which is the actual license file provided by Dialogic.
 - `pcd`, which is the pcd file that will be used by HMP, as generated from the `.lic` file.
 - `fcd`, which is the fcd file that will be used by HMP, as generated from the `.lic` file.
 - `config`, which is the configuration file that will be used by HMP.
2. Generate these files by performing the following steps:
 1. Run the Dialogic NetStructure Host Media Processing (HMP) License Manager from the Windows Start menu.
 2. Browse to the desired license file.
 3. Click the Activate License file to generate the fcd, pcd and config files.
3. Configure the HMP software to use the newly generated files by performing the following steps:
 1. Start Dialogic Configuration Manager (DCM).
 2. Stop the HMP software (if not already stopped).
 3. Right-click the HMP entry in DCM and select Restore Device Defaults.
 4. Select the pcd file in the Assign Firmware File window that is associated with the license file created by Dialogic's License Manager.
 5. Start the system.

Note:

Only the SIP protocol without registration (registrar) is currently supported.

End

Configuring Caller ID on a Per-Record Basis using HMP in Transfer Mode

Starting in release 8.1.1, CPD Server can use the TMakeCall functionality of SIP Server to initiate dialing. This allows CPD Server to utilize standard TMakeCall functionality, including the ability to specify Caller ID on a per-call basis. Caller ID information for each outbound call is received by CPD Server from OCS. OCS needs to be specifically configured to provide this information to CPD Server. This functionality is available only if the CPD Server option `tscall` is set to `true`.

Start In Genesys Administrator, configure the following options in the appropriate configuration objects:

1. In the CPD Server application, in the general section, set the `tscall` option to `true/yes`.
2. In the OC Server application, at the Campaign Group, Application, or individual record level using SCXML treatments, set the `CPNDigits` option to the applicable set of digits.
3. In all Call Processing Port DNs in HMP channels, in the TServer section, set the `make-call-rfc3725-flow` option to 1, and set the `refer-enabled` option to `false`. These options are in addition to the required options for the HMP ports.

End
