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Genesys Softphone Deployment Guide

Deploying the Genesys Softphone

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> **Important**
> The Genesys Softphone 8.5.0 release is built based on SIP Endpoint SDK 8.5 version.

This section describes how to install and configure the Genesys Softphone in your environment.

Prerequisites

Environment Prerequisites

Supported Operating Systems

- Windows 8 32-bit and 64-bit
- Windows 7 32-bit and 64-bit

Other Prerequisites

To work with the Genesys Softphone, you must ensure that your system meets the software requirements established in the Genesys Supported Operating Environment Reference Manual, as well as meeting the following minimum software requirements:

- Microsoft .NET Framework version 4.0 and later

> **Important**
> The Genesys Softphone does not automatically install the Microsoft .NET Framework. You must install it manually.

- Microsoft.VC80.CRT:4053 "Microsoft Visual C++ 2005 Service Pack 1 Redistributable Package ATL Security Update"
- Microsoft.VC90.CRT:4148 "Microsoft Visual C++ 2008 Service Pack 1 Redistributable Package ATL Security Update"
- Microsoft Visual C++ 2005 Service Pack 1 Redistributable Package MFC Security Update

- Visual C++ Redistributable for Visual Studio 2012 Update
- Windows Media Player for ringtone playback.

> **Important**
> You must install the Windows Media Player on the desktop with the Genesys Softphone to play ringtones.

Installation

Installing the Genesys Softphone

To install the Genesys Softphone:

1. Double-click the `setup.exe` file that is located in the `<Genesys Softphone Install Directory>\windows\` directory. The **Genesys Installation Wizard** displays the **Welcome to the Installation** window.
2. Click **Next**. The **Choose Destination Location** window appears.
3. Click **Next** to accept the default destination folder, or click **Browse** to select another destination location. The **Ready to Install** window appears.
4. Select **Install**. The wizard installs the Genesys Softphone and all associated files in the selected directory and displays the **Installation Status** window. The installation might take several minutes.
5. At the **Installation Complete** window, select **Finish**.

Silent Installation

Installing the Genesys Softphone in Silent Mode

To install the Genesys Softphone in silent mode, use the Installation Wizard silent arguments as follows:

1. Update the `genesys_silent.ini` file, and add the path to the Genesys Softphone installation directory—for example, `InstallPath=<Genesys Softphone Installation Directory>`.
2. Execute the following command:
   `setup.exe /s /z"-s 'FullPathToGenesysSilentConfigurationFile' -sl 'FullPathToGenesysSilentResultFile'"` where:

- /s—Specifies that the installation is running in InstallShield Silent Mode.
- /z—Passes the Genesys Silent Mode silent parameters to the installation.
- -s—Specifies the full path to the silent configuration file. The `<Full path to Genesys Silent Configuration file>` is optional. If the `<Full path to Genesys Silent Configuration file>` parameter is not specified, the installation uses the `genesys_silent.ini` file in the same directory where the `setup.exe` is located.

> **Important**
>
> Enclose the value of the `<Full path to Genesys Silent Configuration file>` parameter by apostrophes (') if the paramater contains white symbols.

- -sl—Specifies the full path to the installation results file. If the `<Full path to Genesys Installation Result file>` parameter is not specified, the installation creates the `genesys_install_result.log` file in the `<System TEMP folder>` directory.

> **Important**
>
> Enclose the value of the `<Full path to Genesys Installation Result file>` parameter by apostrophes (') if the paramater contains white symbols.

The `InstallShield setup.exe` installation starter requires that:

- there is *no* space between the `/z` argument and quotation mark. For example, `/z"-s"` is valid, while `/z "-s"` is not valid.
- there *is* a space between the -s,-sl parameters and quotation mark. For example, `/z"-s c:\temp\genesys_silent.ini"` is valid, while `/z "-sc:\temp\genesys_silent.ini"` is not valid.

For example,
`setup.exe /s /z"-s 'C:\8.5.000.05\windows\b1\ip\genesys_silent.ini' -sl 'C:\GSP\silent_setup.log'"`.

- After executing this command, verify that the Genesys Softphone is installed in the `C:\<Genesys Softphone Installation Directory>`, and that the `silent_setup.log` file created in the `C:\GSP\` directory.

Configuration

Configuring the Genesys Softphone

The Genesys Softphone installation includes an example configuration file (`<Genesys Softphone Installation Directory>/Genesys Softphone/GenesysSoftphone/SipEndpoint.config`) with configuration settings that are applied to the Softphone when it starts.

> **Important**
> You can make changes to the configuration file, but you must restart the Softphone before any of the changes take effect.

The configuration file is broken into containers. Each container is split into domains that are, in turn, split into sections that hold the settings for a group of parameters. The following configuration file examples illustrate these settings:

For the description and valid values of each parameter, see Configuration Options Reference.

Basic Container

The Basic container sets the Genesys Softphone user's DNs and the protocol used.

```
<Container name ="Basic">
    <Connectivity user ="DN0" server="Server0:Port0" protocol="Protocol"/>
    <Connectivity user ="DN1" server="Server1:Port1" protocol=" Protocol"/>
  </Container>
```

Genesys Container

The Genesys container sets the policy, endpoint, session, device, codecs, proxy, mailbox, system and security parameters.

```
<Container name ="Genesys">
    <settings version="1.0" xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns="http://www.genesyslab.com/sip">
      <domain name="policy">
        <section name="endpoint">
          <setting name="public_address" value=""/>
          <setting name="ip_versions" value="ipv4,ipv6"/>
          <setting name="include_os_version_in_user_agent_header" value="1"/>
          <setting name="sip_port_min" value="5000"/>
          <setting name="sip_port_max" value="6000"/>
          <setting name="rtp_port_min" value="1000"/>
          <setting name="rtp_port_max" value="2000"/>
          <!--
          setting "rtp_inactivity_timeout" valid values in seconds:
          0 no inactivity detection the default value, 1-150sec inactivity timeout interval
          -->
          <setting name="rtp_inactivity_timeout" value="0"/>
          <!--
          setting for Voice Quality (VQ) report "vq_report_publish" valid values:
          0 VQ report is not published
```

```
          1 VQ report is published and the end of the call to the collector, see the setting:
"vq_report_collector"
          -->
          <setting name="vq_report_publish" value="0"/>
          <!--
          setting for Voice Quality (VQ) report "vq_report_collector" valid values:
          NULL or Empty the VQ report is published to the proxy described in "Connectivity"
section
          FQDN or IP address along with port and transport:
"collector@SipServer.genesyslab.com:5060;transport=udp"
          -->
          <setting name="vq_report_collector"
value="collector@SipServer.genesyslab.com:5060;transport=udp"/>

          <setting name="sip_transaction_timeout" value="4000"/>
          <!--
          setting "webrtc_audio_layer" valid values:
          0 the audio layer is defined by environment variable "GCTI_AUDIO_LAYER"
          1 Wave audio layer is used, 2 Core audio layer is used
          -->
          <setting name="webrtc_audio_layer" value="2"/>
        </section>
        <section name="session">
          <setting name="agc_mode" value="1"/>
          <setting name="dtx_mode" value="1"/>
          <setting name="vad_level" value="1"/>
          <setting name="reject_session_when_headset_na" value="0"/>
          <setting name="sip_code_when_headset_na" value="480"/>
          <setting name="auto_answer" value="0"/>
          <!--
          setting "dtmf_method" valid values: 0=InbandRtp, 1=rfc2833, 2=Info
          -->
          <setting name="dtmf_method" value="InbandRtp"/>
          <!--
          settings "echo_control" and "noise_suppression" valid values: 0=OFF, 1=ON
          -->
          <setting name="echo_control" value="0"/>
          <setting name="noise_suppression" value="0"/>
          </section>
          <!--
          settings "ringing_timeout" valid values:
          Empty or 0 value the ringing duration is not limited (default value)
          Positive value the ringing duration is limited by timeout in seconds
          -->
          <setting name="ringing_timeout" value="0"/>
          <!--
          settings "ringing_enabled" valid values:
          0=event Ringing disabled
          Empty or 1=event Ringing enabled (default value)
          -->
          <setting name="ringing_enabled" value="1"/>
        </section>
        <section name="device">
          <!--
          The device priority depends on position in this section.
          The upper position the higher device priority.
          To disable a device it should be commented or removed from the file.
        -->
          <!-- Headset -->
          <setting name="use_headset" value="0"/>
          <setting name="headset_name" value="HeadsetName0"/>
          <setting name="headset_name" value="HeadsetName1"/>
```

```
        <!-- Mic -->
        <setting name="audio_in_device" value="MicName0"/>
        <setting name="audio_in_device" value="MicName1"/>

        <!-- Speaker -->
        <setting name="audio_out_device" value="Speaker0"/>
        <setting name="audio_out_device" value="Speaker1"/>
      </section>
    </domain>
    <domain name="codecs">
      <!--
        The codec priority depends on position in this domain.
        The upper position the higher codec priority.
        To desable a codec it should be commented or removed from the file.
        setting "payload_type" is Int, valid values: 96-127 for h264
        setting "fmtp" is String, valid values: RFC6184 for h264; RFC3555 for g729
      -->
      <section name="PCMU/8000">
        <setting name="payload_type" value="0"/>
      </section>
      <section name="PCMA/8000">
        <setting name="payload_type" value="8"/>
      </section>
      <section name="G722/16000">
        <setting name="payload_type" value="9"/>
      </section>
      <section name="iLBC/8000">
        <setting name="payload_type" value="102"/>
      </section>
      <section name="iSAC/32000">
        <setting name="payload_type" value="104"/>
      </section>
      <section name="iSAC/16000">
        <setting name="payload_type" value="103"/>
      </section>
      <section name="g729/8000">
        <setting name="payload_type" value="18"/>
        <setting name="fmtp" value="annexb=yes"/>
      </section>
      <section name="opus/48000/2">
        <setting name="payload_type" value="120"/>
      </section>
    </domain>
    <domain name="proxies">
    <section name="proxy0">
      <setting name="reg_timeout" value="1000"/>
      <setting name="reg_interval" value="3"/>
      <setting name="password" value="password"/>
      <setting name="display_name" value="Genesys0"/>
    </section>
    <section name="proxy1">
      <setting name="reg_timeout" value="1000"/>
      <setting name="reg_interval" value="3"/>
      <setting name="password" value="password"/>
      <setting name="display_name" value="Genesys1"/>
    </section>
  </domain>
    <domain name="system">
      <section name="diagnostics">
        <setting name="logger_type" value="file"/>
        <setting name="log_file" value="SipEndpoint.log"/>
        <setting name="enable_logging" value="1"/>
        <!-- The levels: 0="Fatal" 1="Error" 2="Warning" 3="Info" 4="Debug" -->
```

```
          <setting name="log_level" value="3"/>
          <!-- setting log_segmentaion value defines log file size in Mb default value=1 -->
          <setting name="log_segmentation" value="1"/>
          <!-- setting log_expiration value defines number of segmented log files default
value=1 -->
          <setting name="log_expiration" value="2"/>
        </section>
        <section name="security">
          <setting name="cert_file" value="ValueOfCertificateThumbprint"/>
          <setting name="tls_enabled" value="0"/>
          <setting name="use_srtp" value="disabled"/>
        </section>
        <section name="media">
          <!--
          setting ringing_file valid values:
          Empty or ringing.mp3 string (default value)
          Ringing sound file name that presented in the current directory
          Full local path to the ringing sound file
          -->
          <setting name="ringing_file" value="ringing.mp3"/>
        </section>
      </domain>
    </settings>
  </Container>
```

Configuring the Agent's DN

Set the following `TServer` section option for the DNs of the Place to which the agent is logging in:

- `sip-cti-control` = `talk,hold,dtmf`

> **Important**
> This option is mandatory to use third-party call control on the SIP device.

For information about configuring DN objects, see the Genesys Administrator Extension Help.

Configuring SIP Server

Genesys recommends setting the following SIP Server options:

- `dual-dialog-enabled=true` (default value)
- `make-call-rfc3725-flow=1` (allows for better and/or simpler codec negotiation)
- `ring-tone-on-make-call=true` (default value)
- `use-register-for-service-state=true`

For more information about these options, see the SIP Server Deployment Guide.

Suppressing the Ringtone

The ringtone is generated for all incoming call to the Genesys Softphone. To suppress the ringtone for third-party call control for the originating DN, configure the following SIP Server option:

- `make-call-alert-info=<urn:alert:service:3pcc@genesys>`

or

- `make-call-alert-info=<file://null>;service=3pcc`

> **Important**
> If at least one Genesys Softphone in the contact center is configured with the `ringing_enable` option set to 1, the SIP Server `make-call-alert-info` option should be set to one of the specified values.