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Genesys Softphone Deployment Guide

Deploying the Genesys Softphone

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Important

Genesys Softphone 8.5.3 introduces a connector for use with Workspace Web Edition (WWE). To deploy Softphone for WWE, see [Single sign on with Workspace Web Edition](#).

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
- Windows 10 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:

- [Visual C++ Redistributable Packages for Visual Studio 2013 \(32 bits version\)](#)
- [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 parameter 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 parameter 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/Softphone.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"/>
        <setting name="include_os_version_in_user_agent_header" value="1"/>
        <setting name="include_sdk_version_in_user_agent_header" value="1"/>
        <setting name="sip_port_min" value="5060"/>
        <setting name="sip_port_max" value="5080"/>
        <setting name="rtp_port_min" value="8000"/>
        <setting name="rtp_port_max" value="9000"/>
        <setting name="rtp_inactivity_timeout" value="30"/> <!-- seconds -->
        <setting name="sip_transaction_timeout" value="4000"/> <!-- msec -->
        <setting name="gui_tabs" value="status,calls,devices"/>
        <setting name="gui_call_lines" value="3"/>
        <setting name="vq_report_publish" value="0"/>
        <setting name="vq_report_collector"
          value="collector@SipServer.domain.invalid:5060;transport=udp"/>
        <setting name="webrtc_audio_layer" value="0"/>
      </section>
      <section name="session">
        <setting name="auto_answer" value="0"/>
        <setting name="dtmf_method" value="rfc2833"/>
        <setting name="agc_mode" value="1"/>
        <setting name="dtx_mode" value="0"/>
        <setting name="vad_level" value="1"/>
        <setting name="echo_control" value="0"/>
        <setting name="noise_suppression" value="0"/>
        <setting name="reject_session_when_headset_na" value="0"/>
        <setting name="sip_code_when_headset_na" value="480"/>
        <setting name="ringing_enabled" value="1"/>
        <setting name="ringing_timeout" value="0"/>
        <setting name="ringing_file" value="ringing.wav"/>
      </section>
      <section name="device">
        <!-- The device priority depends on the element order
```

```
        in this section (highest priority listed first) -->

        <!-- 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="InDeviceName0"/>
        <setting name="audio_in_device" value="InDeviceName1"/>
        <!-- Speaker -->
        <setting name="audio_out_device" value="OutDeviceName0"/>
        <setting name="audio_out_device" value="OutDeviceName1"/>
    </section>
</domain>
<domain name="codecs">
    <!-- The codec priority depends on the element order
         in this section (highest priority listed first) -->
    <section name="PCMU/8000"/>
    <section name="PCMA/8000"/>
    <section name="G722/16000"/>
    <section name="iLBC/8000">
        <setting name="payload_type" value="102"/>
    </section>
    <section name="iSAC/16000">
        <setting name="payload_type" value="103"/>
    </section>
    <section name="iSAC/32000">
        <setting name="payload_type" value="104"/>
    </section>
    <section name="g729/8000">
        <setting name="fmltp" 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="1800"/>
        <setting name="reg_interval" value="10"/>
        <setting name="password" value="<password>"/>
        <setting name="display_name" value="Genesys Softphone"/>
    <section name="nat">
        <setting name="ice_enabled" value="0"/>
        <setting name="stun_server" value="stun.example.com"/>
        <setting name="stun_server_port" value="3478"/>
        <setting name="turn_server" value="turn.example.com"/>
        <setting name="turn_server_port" value="3478"/>
        <setting name="turn_user_name" value="user"/>
        <setting name="turn_password" value="password"/>
        <setting name="turn_relay_type" value="1"/>
    </section>
</section>
    <section name="proxy1">
        <setting name="reg_timeout" value="1800"/>
        <setting name="reg_interval" value="10"/>
        <setting name="password" value="<password>"/>
        <setting name="display_name" value="Genesys Softphone"/>
    <section name="nat">
        <setting name="ice_enabled" value="0"/>
        <setting name="stun_server" value="stun.example.com"/>
        <setting name="stun_server_port" value="3478"/>
        <setting name="turn_server" value="turn.example.com"/>
```

```
<setting name="turn_server_port" value="3478"/>
<setting name="turn_user_name" value="user"/>
<setting name="turn_password" value="password"/>
<setting name="turn_relay_type" value="1"/>
</section>
</domain>
<domain name="system">
  <section name="diagnostics">
    <setting name="logger_type" value="file"/>
    <setting name="log_file" value="logs/Softphone.log"/>
    <setting name="enable_logging" value="1"/>

    <!-- The levels: 0=Fatal 1=Error 2=Warning 3=Info(default) 4=Debug -->
    <setting name="log_level" value="3"/>
    <setting name="log_options_provider" value="gsip=2, webrtc=(error,critical)"/>
    <setting name="log_segment" value="10 MB"/>
    <setting name="log_expire" value="10"/>
    <setting name="log_time_convert" value="local"/>
    <setting name="log_time_format" value="time"/>
  </section>
  <section name="security">
    <setting name="cert_file" value="<valueOfCertificateThumbprint>"/>
    <setting name="use_srtp" value="allowed"/>
  </section>
  <section name="media">
    <setting name="ringing_file" value="ringing.wav"/>
  </section>
</domain>
</settings>
</Container>
```

Configuring the Agent's DN

Set the following TServer section option for the DN's 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.