UC Connector Deployment Guide

Deploying the UC Connector

3/14/2025

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The following table provides an overview of the main steps that you must complete in order to deploy the UC Connector into the Genesys environment.

Objective	Actions
1. Verify the baseline Genesys configuration.	If the UC Connector is deployed together with a Genesys Contact Center installation, check that the following prerequisite components are deployed: • Management Framework (LCA, Configuration Server, Message Server) • Universal Routing Server • Stat Server • T-Server (it could be SIP Server as well) • SIP Server (for Instant Messaging scenarios) • Workspace Desktop Edition (optional. Other agent desktop clients can also be used) If the UC Connector is used without a Contact Center, install the following components that come with the UC Connector bundle. The components should be installed within the same subnet. Refer to the respective deployment guides for installation information. • Management Framework (LCA, Configuration Server, Message Server) • Universal Routing Server • Stat Server • The appropriate T-Server for the deployed PBX • SIP Server (for Instant Messaging scenarios) For more information, see Configuring the Baseline Genesys Environment.
2. Create Host.	Create a Host object for the computer on which you will later install the UC Connector on (if one has not been created already). **Supported Operating Systems:** • Windows Server 2008 32/64 bit • Windows Server 2008 R2 64 bit • Windows Server 2012 64-bit • Windows Server 2012 R2 64-bit

	For more information about creating hosts, see the *Framework 8.1 Deployment Guide*.
3. Import the application template.	1. Go to Environment > right-click `Application Templates` > `Import Application Template` 2. Select the `UC_Connector_800.apd` template available on the product CD. For more information, see *Framework 8.1 Deployment Guide*.
4. Create the UC Connector Application object.	1. Create the UC Connector object from the imported `.apd` template. 2. Add a SIP listening port—typically 5060 (required for integration with Lync Server only). 3. Add connections to: • Custom Server (see Integrating with Genesys Routing). • T-Server • Stat Server For more detailed instructions, see Creating the UC Connector Application Object.
5. Install the UC Connector.	On the host computer, launch the `setup.exe` file available on the product CD. ⚠️The installation path must *not* include any spaces. Genesys recommends installing to the default path: `C:\GCTI\UCConnector` **Key Action** • Take note of the HTTP port that you enter in the installation wizard. You will have to specify this port in web page customization later in the deployment. For more detailed instructions see, Installing the UC Connector Server on the Host.
6. Configure the UC Connector section.	Use the options in the UC-Connector section to enable notes, customize interaction windows, configure timeouts, and other features. None of these options are mandatory (default values are acceptable; some features may not be enabled). For a detailed list of UC-Connector options, see UCC Application Options. ⚠️DN/Switch-level settings (configured on the KW Person object) take precedence.

7. Configure the Log section.	In the Log section, configure the log-related options as you would for any other Genesys application. There is one UC Connector-specific log option: • `internal` For more information, see the *Framework 8.5 Deployment Guide*.
8. Configure the Lync / Skype for Business section.	Configure the following section: • `Microsoft-OCS` This configures both Lync and Skype for Business integration. For details, see UCC Application Options. ⚠️ DN/Switch-level settings (configured on the KW Person object) take precedence.
Optional Customization	• Edit Help Buttons—You can enable a help button on various UC Connector screens, with links to a customized help file. For details, see Help Buttons in Customizing UC Connector. • Set Default Language—You can set the default language for the UC Connector user interface. For details, see Default Language in Customizing UC Connector. • Enable Automatic Log-in—To automatically log in all Knowledge Workers on UC Connector start up: • In the `uc-connector` section of the UC Connector Application object, set the option user-auto-registration to `true`. ⚠️ This is required for integrations with Microsoft Lync Server. • Enable Logout Menu—To display the logout menu in the GUI, in the `uc-connector` section of the UC Connector Application object, set the option enable-logout-menu to `true`. • Enable Audio on Preview or Ringing—You can enable an audio file to play when the Preview or Ringing pop-up window is displayed. For details, see Audio in Customizing UC Connector. • Configure Hotkeys for Interaction Preview—You can set specific keys to accept or reject a call when the Preview window is displayed. For details, see Hot Keys in Customizing UC Connector. • Customize Agent States—You can define custom presence states for the UC Connector Web

	Client with an XML resource file. For details, see Knowledge Worker in Customizing UC Connector.
	• Enable Number Redirect—You can allow agents to change their own external redirect number and accept preview calls on that number. For details, see Redirect Number in Customizing UC Connector.