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User's Guide

Installing Context Services

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Installing Context Services

This page details how you can install, then enable the Context Services APIs.

If your application needs the Customer Profile API due to backward compatibility issues, refer the [migration page of this guide](#).

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Installing the Genesys Mobile Services

Context Services uses the GMS platform to store data and implement additional features. In order to install the GMS/CS component, you must deploy GMS first. See the [GMS Deployment Guide](#) for details.

The Context Services installation CD contains a single installation package for both GMS and CS components. Follow GMS instructions prior to your installation. In particular, you must create a GMS application that you will use to enable and configure the Context Services.

Run the installation package of your GMS installation CD:

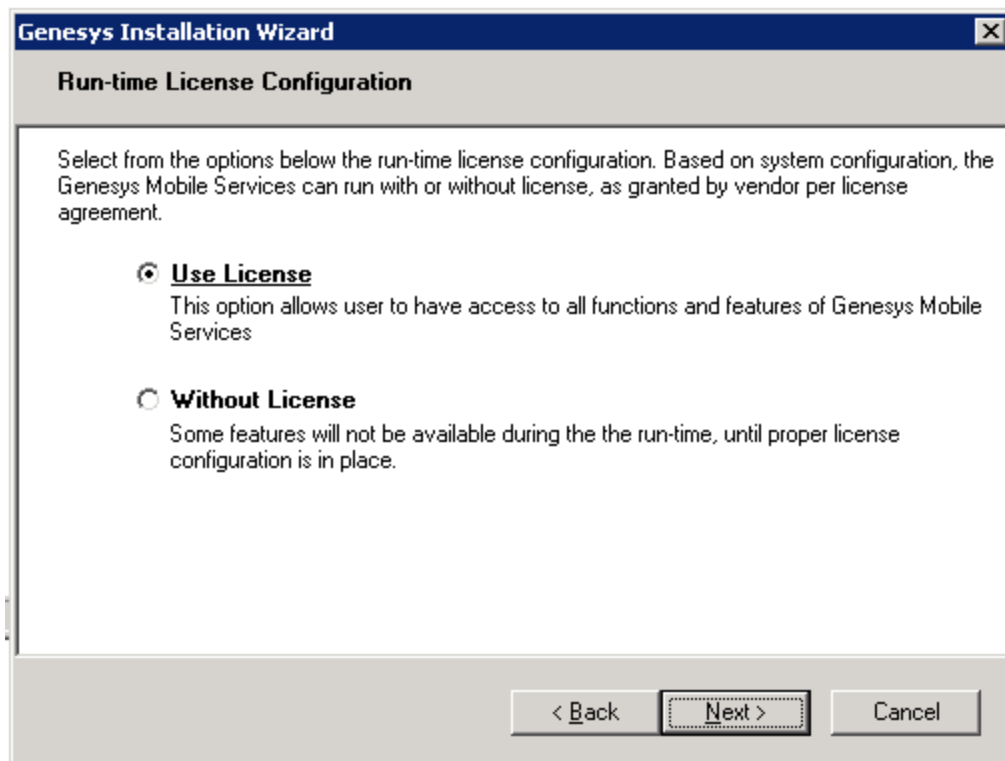
1. Navigate to the installation directory `\windows\b1\ip`
2. Double-click `install.exe` which is located in this directory.
3. Follow instructions and enter the destination folder for the GMS installation.

Important

If you already installed a version of GMS older than 8.5.006.07, you must upgrade to GMS version 8.5.006.07 or higher.

Licensing

The GMS installation includes all Context Services materials, including licensing. The installation wizard displays the following information for licensing:



The licensing materials include Context Services. If you select the Use License option, your users will have access to Genesys Mobile Services Functions, including Context Services.

Enabling Context Services

Procedure:

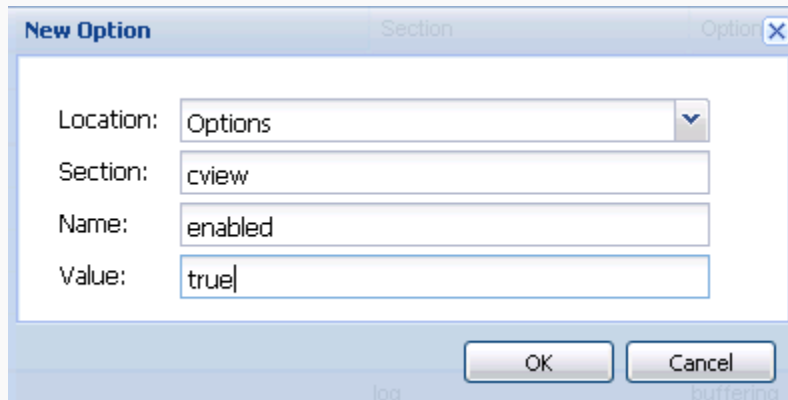
Purpose: To configure the cview variable which enables the Context Services.

Steps

1. Start Genesys Administrator the Configuration Manager and navigate to **PROVISIONING > Environment > Applications**.
2. Edit your GMS application.
3. Select the Options tab, and click **New** to create a new option.
 - Enter cview for the **Section**.

- Enter enabled for the **Name**.
- Enter true for the **Value**.

4. Click **OK**.



Accessing Context Services

Once Context Services is installed, enabled, and started, the services are available at the `<GMS_HOST_BASE_URL>/genesys/1/cs` base URL of your GMS host. Note that the `<GMS_HOST_BASE_URL>` must map the `server/external_url_base` option set in your application.

Installing the Standalone Context Service

To install the Standalone Context Service and Journey Timeline,

1. Download the [contextservices.zip](#) file.
2. Extract the contents to a folder.
3. Locate the **url.txt** file in the root folder. In **url.txt**, specify the GMS URL that you want to connect. For example, `https://<gmshost>/genesys/1/cs`
4. If the Standalone Context Service code is hosted inside the GMS server, leave the **url.txt** file blank. This enables the Context Service code to connect to the GMS Server URL in which it is hosted.

Accessing the Context Service

- To launch the Standalone Context Service code as a standalone application,

1. Install the nodeJS.
 2. Navigate to the root of the folder and run the command `http-server`, which would host the Standalone Context Service code. Ensure that **cors** does not block the host from accessing GMS API.
- You can also launch the Standalone Context Service from Nginx by configuring the **nginx server** in front of GMS to redirect the request to the Standalone Context Service. The **nginx.conf** file in the root of the unzipped **contextservices.zip** would help in such configuration.
 - To access Context Service through the browser, enter the URL, `http://<hostip>:<port>/`.
 - To access Journey Timeline through the browser, enter the URL, `http://<hostip>:<port>/journey`.