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eServices Deployment Guide

Manual Deployment for UCS Proxy, Interaction Server Proxy, and SMS Server

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Contents

- [1 Manual Deployment for UCS Proxy, Interaction Server Proxy, and SMS Server](#)
 - [1.1 Introduction](#)
 - [1.2 Deploying UCS Proxy, Interaction Server Proxy and SMS Server](#)

This section describes the manual deployment of UCS Proxy, Interaction Server Proxy, and SMS Server.

Introduction

Large numbers of custom desktop (ESP client) connections to Interaction Server and UCS may give rise to performance issues.

Important

- UCS Proxy and Interaction Server Proxy support High Availability in Warm Standby mode.
- UCS Proxy and Interaction Server Proxy are *not* supported with Genesys Agent Desktop and desktops that connect using Interaction SDK. A custom desktop that connects using Platform SDK Contact can use UCS Proxy and Interaction Server Proxy.

To mitigate the issues caused by a high load on the server, Genesys introduced Interaction Server Proxy and UCS Proxy in release 7.6.1. Desktop applications can be configured to connect to these Proxy servers instead of the main server, significantly reducing the load on the server. For example, it is easier for the server to handle 20,000 clients that operate through ten proxies (only ten connections) than to handle the same 20,000 clients that each connect separately.

Important

- These Proxy components are not part of the eServices Configuration Wizards and must be installed manually.
- UCS Proxy only supports connections from desktop applications; Interaction Server Proxy supports connections from desktop applications and from Stat Server.

Because of the many variables in deployment (choice of operating system, number of clients, details of architecture) is so broad, it is not possible to provide exact guidelines as to when deploying Proxy servers would be advantageous. However it may be stated that you can anticipate performance issues when the number of clients exceeds 10,000.

Requirements

These components work with Universal Contact Server and Interaction Server. In order for the respective Proxy servers to work properly, all components that are needed by Universal Contact Server and Interaction Server must be installed. This will depend on your environment and how you are using Universal Contact Server and Interaction Server. For more details, refer to the chapter that is applicable to you:

- [Deploying eServices on Windows](#) for a typical eServices Solution running on Windows.
- [Deploying eServices on UNIX](#) for a sample deployment of an eServices Solution running on UNIX.
- [Manual Deployment of eServices Components](#), for environments that are not using all eServices components, but that do require Universal Contact Server, such as Voice Callback.

Deploying UCS Proxy, Interaction Server Proxy and SMS Server

This section describes how to manually install UCS Proxy, Interaction Server Proxy and SMS Server.

UCS Proxy

UCS Proxy Deployment

Creating the Application Object

Prerequisites

- The Interaction Management CD.
1. Create an Application object for the Proxy if it does not already exist.
 - a. Import the correct application template from the Interaction Management CD for the UCS Proxy.
 - b. Create a new Application object based on the template.
 3. Open the **Properties** dialog box of the Application object.
 4. On the **Server Info** tab:
 - In the **Host** text box, enter the name of the desired host.
 - In the **Communication Port** text box, enter the port the UCS Proxy will use for listening.
 5. On the **Start Info** tab enter some characters in the **Working Directory**, **Command Line**, and **Command Line Arguments** fields. These characters will be over-written with the correct values during the installation, but they cannot be left blank at this point.
 6. On the **Connections** tab, add connections to:
 - The primary Universal Contact Server (for UCS Proxy). This connection is mandatory.
 - Message Server (optional)

7. Click **Apply**.
8. If you would like to configure your UCS Proxy for HA, repeat this procedure for the second instance.

Installing UCS Proxy

Prerequisites

- The UCS Proxy Application object has been configured.
 - The Interaction Management CD.
1. Locate the Setup.exe for UCS Proxy (available on the Interaction Management CD).
 2. Double-click Setup.exe.
 3. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
 4. Select the appropriate UCS Proxy Application object from the list.
 5. Click **Install**.

Installing UCS Proxy on AIX, Solaris, or Linux

Prerequisites

- The UCS Proxy Application object has been configured.
 - The Interaction Management CD.
 - Review the section [Compatibility Package for Red Hat Linux](#).
1. Locate the install.sh file for UCS Proxy.
 2. Start the installation script with the command `install.sh`.
 3. Press **Enter** to confirm the host name for the installation.
 4. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password

5. From the list of applications, select one and enter its number in the list.
6. Press **Enter** to confirm the suggested destination directory, or choose a desired one.
7. Answer other questions, if required.

Important

On some Red Hat Linux platforms, eServices components might fail to start and produce the error `./cfgutility: error while loading shared libraries: libstdc++.so.5: cannot open shared object file: No such file or directory`. Refer to [Compatibility Package for Red Hat Linux](#) for information about correcting this issue.

Configuring the Desktop Application to Use UCS Proxy

Important

UCS Proxy is not supported with Genesys Agent Desktop and desktops that connect using Interaction SDK. A custom desktop that connects using Platform SDK Contact can use the Proxy server.

Prerequisites

- Your desktop application is installed and configured.
 - The UCS Proxy is installed and configured.
1. Login to Configuration Manager or Genesys Administrator.
 2. Locate the desktop Application object and open its **Properties** dialog box.
 3. On the **Connections** tab, remove the connection to the main Universal Contact Server.
 4. Add a connection to the UCS Proxy.
 5. Click **Apply**

Interaction Server Proxy

Interaction Server Proxy Deployment

Creating the Application Object

Prerequisites

- The Interaction Management CD.

Procedure

1. Create an Application object for the Proxy if it does not already exist.
 - a. Import the correct application template from the Interaction Management CD for the Interaction Server Proxy.
 - b. Create a new Application object based on the template.
3. Open the **Properties** dialog box of the Application object.
4. On the **Server Info** tab:
 - In the **Host** text box, enter the name of the desired host.
 - In the **Communication Port** text box, enter the port the Interaction Server Proxy will use for listening.
5. On the **Start Info** tab enter some characters in the **Working Directory**, **Command Line**, and **Command Line Arguments** fields. These characters will be over-written with the correct values during the installation, but they cannot be left blank at this point.
6. On the **Connections** tab, add connections to:
 - The primary Interaction Server. This connection is mandatory.
 - E-mail Server. This connection is required in order to send outbound e-mails from Workspace Desktop Edition.
 - Message Server (optional)
7. Click **Apply**.
8. If you would like to configure your Interaction Server Proxy for HA, repeat this procedure for the second instance.

Installing Interaction Server Proxy

Prerequisites

- The Interaction ServerProxy Application object has been configured.
- The Interaction Management CD.

Procedure

1. Locate the `Setup.exe` for Interaction Server Proxy (available on the Interaction Management CD).
2. Double-click `Setup.exe`.
3. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
4. Select the appropriate Interaction Server Proxy Application object from the list.
5. Click **Install**.

Installing Interaction Server Proxy on AIX, Solaris, or Linux

Prerequisites

- The Interaction Server Proxy Application object has been configured.
- The Interaction Management CD.
- Review the section [Compatibility Package for Red Hat Linux](#).

Procedure

1. Locate the `install.sh` file for Interaction Server Proxy.
2. Start the installation script with the command `install.sh`.
3. Press **Enter** to confirm the host name for the installation.
4. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
5. From the list of applications, select one and enter its number in the list.
6. Press **Enter** to confirm the suggested destination directory, or choose a desired one.
7. Answer other questions, if required.

Important

On some Red Hat Linux platforms, eServices 8.1 components might fail to start and produce the error `./cfgutility: error while loading shared libraries: libstdc++.so.5: cannot open shared object file: No such file or directory`. Refer to [Compatibility Package for Red Hat Linux](#) for information about correcting this issue.

Configuring the Desktop Application to Use Interaction Server Proxy

Important

Interaction Server Proxy is not supported with Genesys Agent Desktop and desktops that connect using Interaction SDK. A custom desktop that connects using Platform SDK Contact can use the Proxy server.

Prerequisites

- Your desktop application is installed and configured.
- The Interaction Server Proxy is installed and configured.

Procedure

1. Login to Configuration Manager or Genesys Administrator.
2. Locate the desktop Application object and open its **Properties** dialog box.
3. On the **Connections** tab, remove the connection to the main Interaction Server.
4. Add a connection to the Interaction Server Proxy.
5. Click **Apply**

SMS Server

SMS Server Deployment

Creating the Application Object

Prerequisites

- The SMS Server CD.
 - The following Java versions:
 - In release 8.1.300.14 and later,
 - Windows: JDK 1.7
 - UNIX: JRE 1.7
 - In release 8.1.3 prior to 8.1.300.14,
 - Windows: JDK 1.6 or JDK 1.7
 - UNIX: JRE 1.6 or JRE 1.7
 - In releases prior to 8.1.3, JDK 1.6 on Windows and JRE 1.6 on UNIX
1. Create an Application object for the SMS Server if it does not already exist.
 - a. Import the correct application template from the SMS Server CD.
 - b. Create a new Application object based on the template.
 3. Open the **Properties** dialog box of the Application object.
 4. On the **Server Info** tab:
 - In the **Host** text box, enter the name of the desired host.
 - In the **Communication Port** text box, enter the port the SMS Server will use for listening.
 5. On the **Start Info** tab enter some characters in the **Working Directory**, **Command Line**, and **Command Line Arguments** fields. These characters will be over-written with the correct values during the installation, but they cannot be left blank at this point.
 6. On the **Connections** tab, add connections to:
 - The primary Interaction Server. This connection is mandatory.
 - Message Server (optional)
 7. If this is for a multi-tenant environment, add the tenant(s) on the **Tenants** tab.
 8. Click **Apply**.

Installing SMS Server on Windows

Prerequisites

- The SMS Server Application object has been configured.
 - Java is installed on the host.
 - The SMS Server CD.
1. Locate the Setup.exe for SMS Server (available on the SMS Server CD).
 2. Double-click Setup.exe.
 3. Select Java.
 4. Select **Use Client Side Port** if applicable.
 5. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
 6. Select the appropriate SMS Server Application object from the list.
 7. Select the destination location.
 8. Select JDK.
 9. Click **Install**.

Important

Refer to the [SMS Server Options Reference](#) for additional information. You must properly configure the x-jsms-config-file option before using SMS Server.

Installing SMS Server on AIX, Solaris, or Linux

Prerequisites

- The SMS Server Application object has been configured.
- JRE x64, or x32 (depending on Operating System version) is installed.

Important

- For Oracle, Java version 1.6.0_26 or higher (within the 1.6 family) is supported. In release 8.1.3 and higher, JRE 1.7 is also supported.
- For IBM, Java (OS AIX) version 1.6.0 build pap6460sr9fp2-20110627_03(SR9 FP2) for AIX or higher (within the 1.6 family) is supported. In release 8.1.3 and higher, Java 1.7 is also supported.

- The SMS Server CD.
- Review the section [Compatibility Package for Red Hat Linux](#).
 1. Locate the `install.sh` file for SMS Server.
 2. Start the installation script with the command `install.sh`.
 3. Press **Enter** to confirm the host name for the installation.
 4. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
 5. Choose whether the application will use Client Side Port.
 6. From the list of applications, select one and enter its number in the list.
 7. Press **Enter** to confirm the suggested destination directory, or choose another one inside the directory referred to by the `GES_HOME_810` variable.
 8. Answer other questions, if required.

Important

On some Red Hat Linux platforms, eServices 8.1 components might fail to start and produce the error `./cfgutility: error while loading shared libraries: libstdc++.so.5: cannot open shared object file: No such file or directory`. Refer to [Compatibility Package for Red Hat Linux](#) for information about correcting this issue.

Important

Refer to the [SMS Server Options Reference](#) for additional information. You must properly configure the x-jsms-config-file option before using SMS Server. This option is required for MMS processing.

Configuring SMS Server for Chat Server (Optional)

SMS Server will work with Chat Server in session mode:

1. Add a connection to Solution Control Server.
2. Add a connection to one or more Chat Servers.

Configuring eServices Components for SMS Server

Prerequisites

- The SMS Server Application object exists.
1. In Configuration Manager or Genesys Administrator, locate the Interaction Server Application object and open its properties.
 2. On the **Connections** tab, add a connection to SMS Server.
 3. Click **Apply**.

Wizards

Using the eServices Configuration Wizards

For information about installing the eServices components using the wizards, see [Using the eServices Configuration Wizards](#).