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# Genesys Mobile Services Deployment Guide

Install Genesys Mobile Services

12/15/2025

# Install Genesys Mobile Services

**Updated in 8.5.110 / Purpose:** To install Genesys Mobile Services in your environment. In a cluster deployment, you must run the installation for each application node of the cluster.

**Prerequisites:** [Create a Genesys Mobile Services Application Object](#).

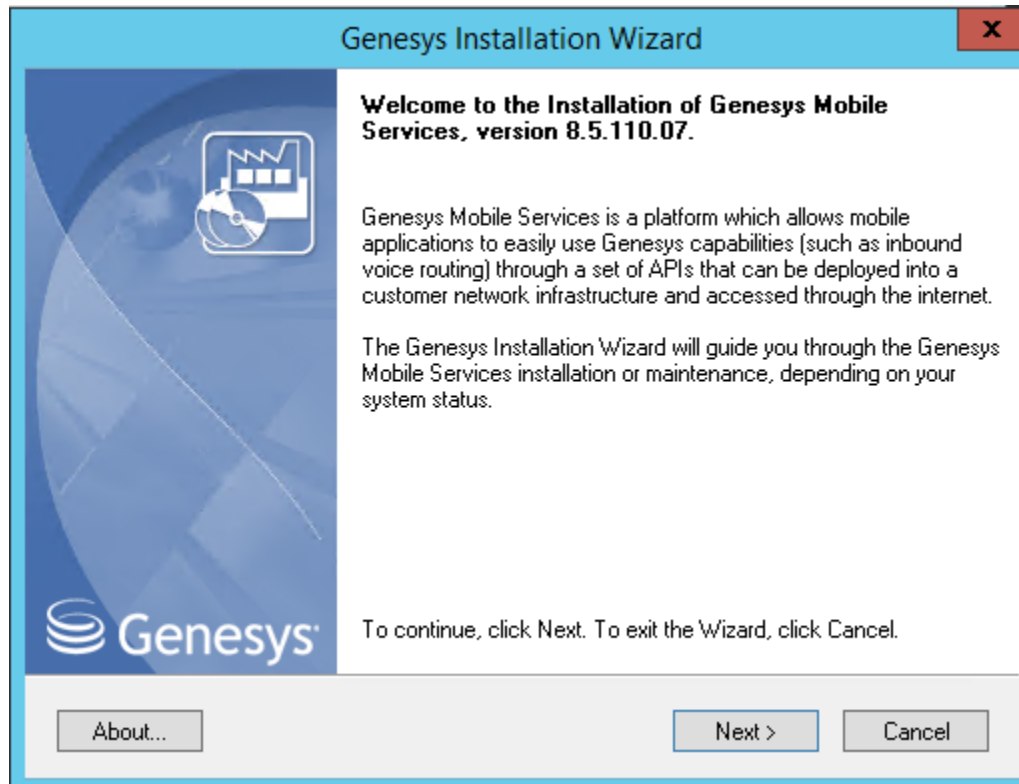
With basic Configuration Server details in place, you are ready to complete the installation process.


## Important

Genesys does not recommend installation of its components via a Microsoft Remote Desktop connection. You should perform the installation locally.

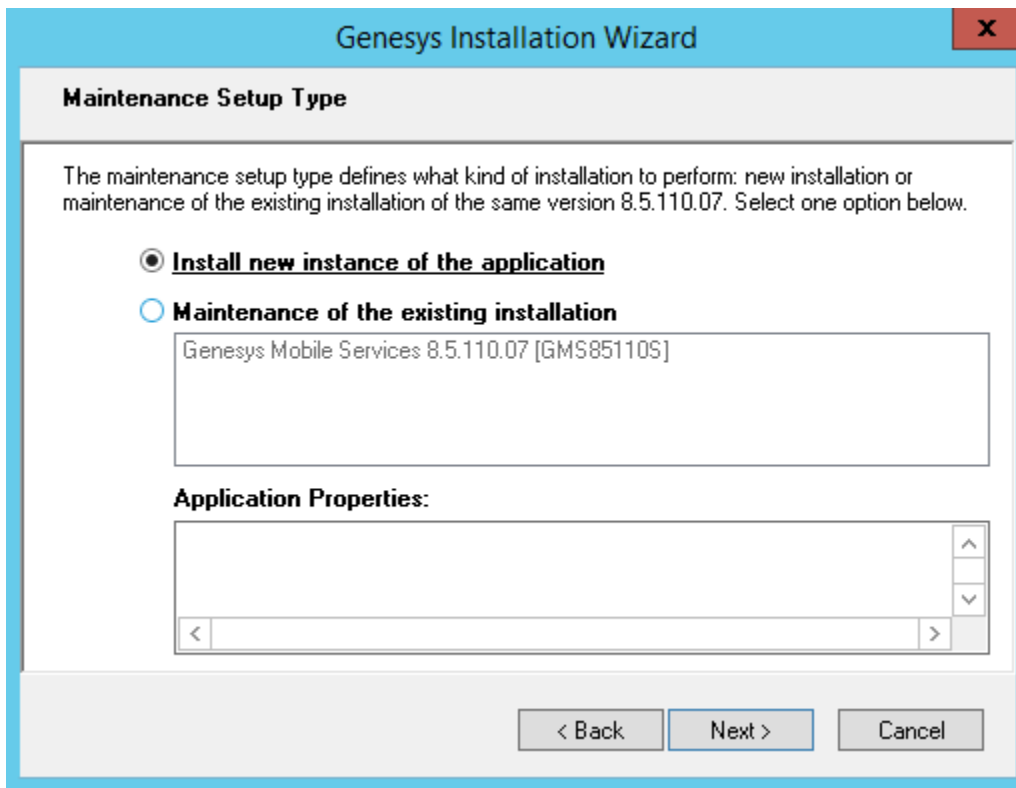
## Installing Genesys Mobile Services on Windows

### Start the Installation Wizard



In your installation package, locate and double-click the  `setup.exe` icon in windows or `install.sh` in Linux.

The installation starts. Click **Next** and follow the instructions below.



Select **Install new instance of the application** if you are installing GMS for the first time on this server. Select **Maintenance of the existing application** to upgrade Genesys Mobile Services and follow the steps detailed in the [Upgrade Genesys Mobile Services](#) section of this guide.

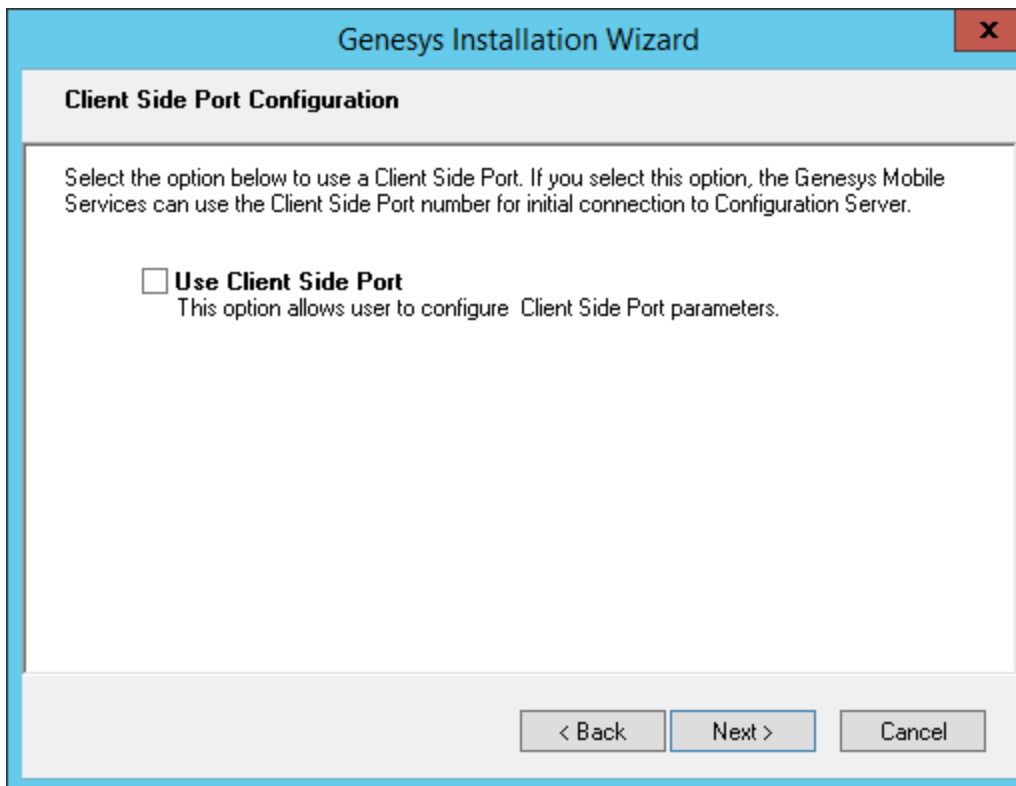
The screenshot shows a window titled "Genesys Installation Wizard" with a close button (X) in the top right corner. The main title bar is blue. Below the title bar, the window has a light gray header with the text "Connection Parameters to the Configuration Server". The main content area is white and contains the following text: "The parameters in the Host and User fields are required to establish a connection to Configuration Server." Below this, there are two sections: "Host" and "User". The "Host" section has a label "Specify the host name and port number for the machine on which Configuration Server is running." and two input fields: "Host name:" with the value "135.39.45.14" and "Port:" with the value "2020". The "User" section has a label "Specify your Configuration Server user name and password." and two input fields: "User name:" with the value "default" and "Password:" with a masked password represented by ten black dots. At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

In **Connection Parameters to the Configuration Server**, specify the host name and port number where Configuration Server is running. (This is the main "listening" port entered in the **Server Info** tab for Configuration Server, which is also used for authentication in the Configuration Manager login dialog box.)

Click **Next**.

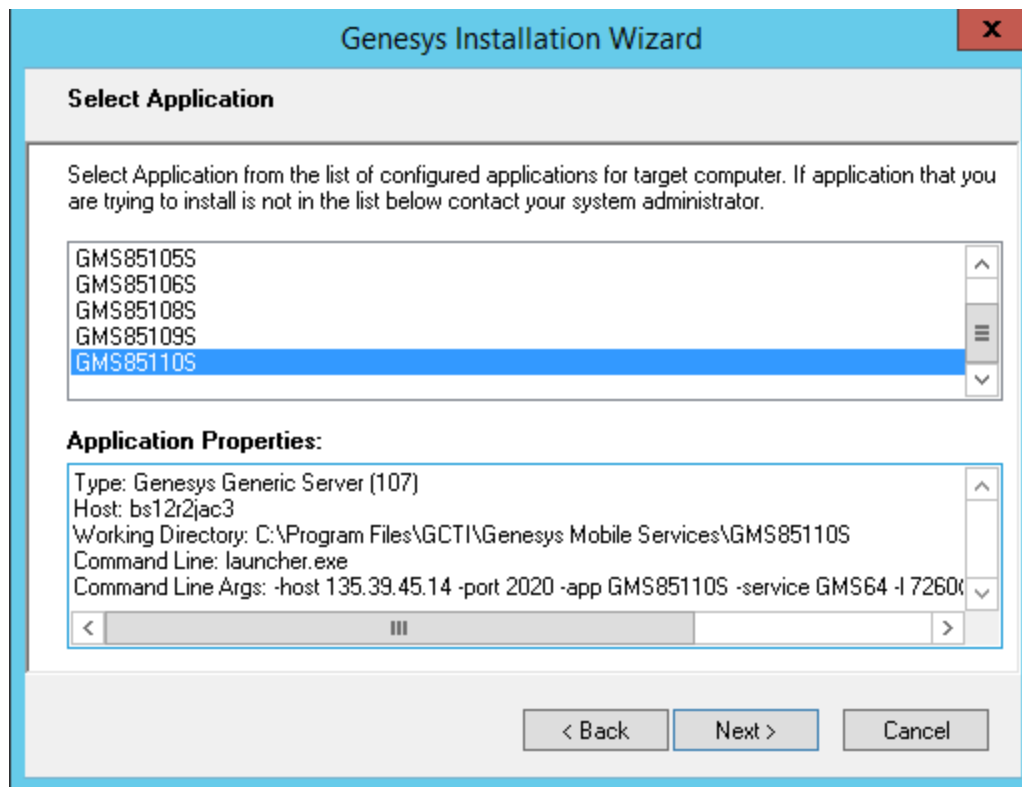
### Important

When setting a user to connect to the Configuration Server, do not choose a user with an empty password. This would make your installation fail.



Select **Client Side Port** if GMS must communicate with the Configuration Server through specific ports, for example, if the Configuration Server is behind a firewall. Otherwise, click **Next**.

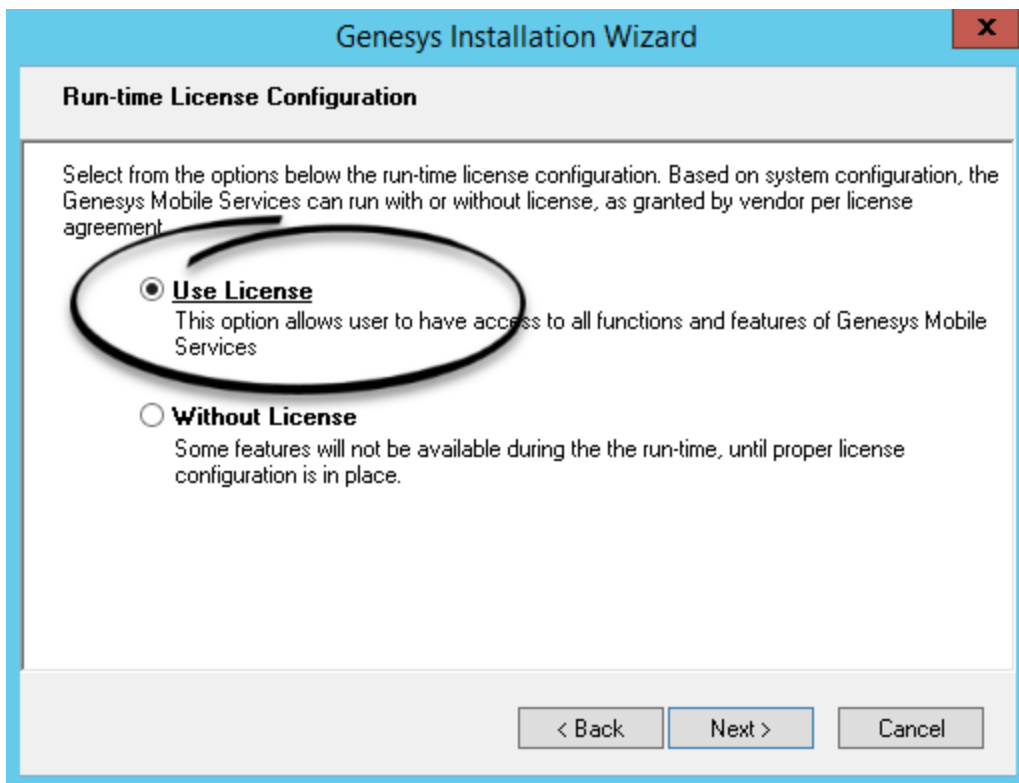
## Select your application



Select the Genesys Mobile Services Application object that you created before the installation. The **Application Properties** area shows information previously entered in the **Server Info** and **Start Info** tabs of the selected Application object.

You cannot select a cluster application. You must install each node in a cluster deployment.

## Select Use Licence



Select **Use Licence** if you want to use Context Services with GMS.

### Important

You must purchase this specific license to use Context Services.

**Genesys Installation Wizard**

**Access to License**

Select the license access type and parameters from the options below.

☒ **License Manager**  
Option requires information about parameters for the server where License Manager installed and running.

☐ **License File**  
Option requires full path to the License File location.

**License Manager**

Specify Host name and Port for the machine where the FLEXlm License Manager is running.

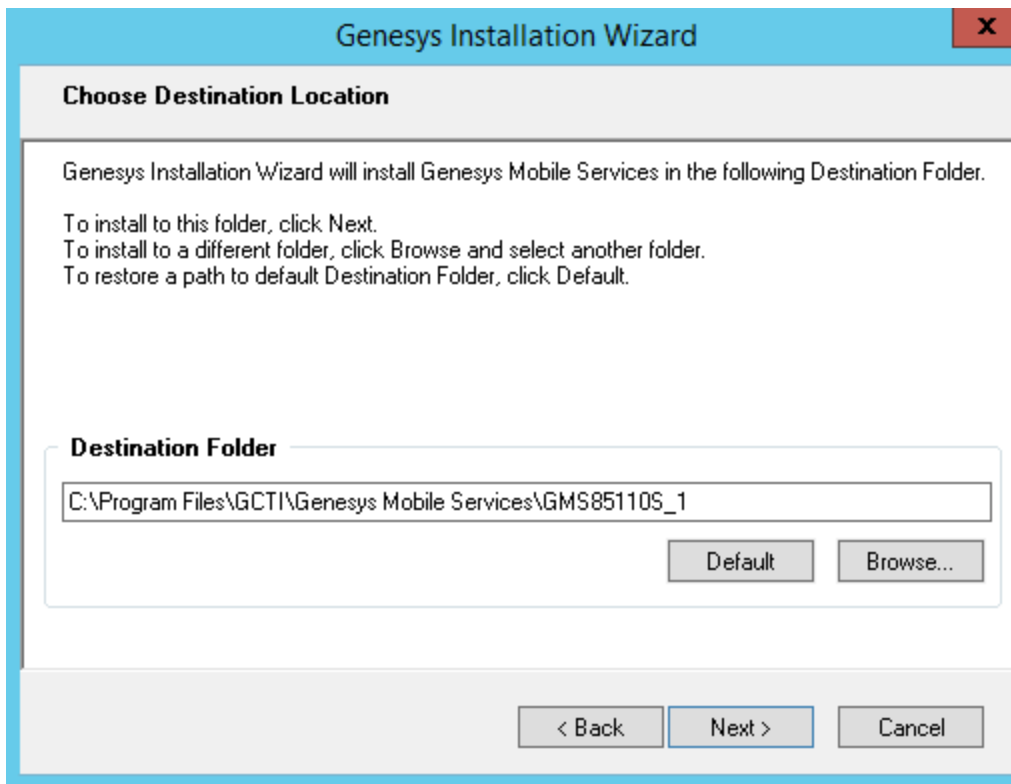
**Host name:**

**Port:**

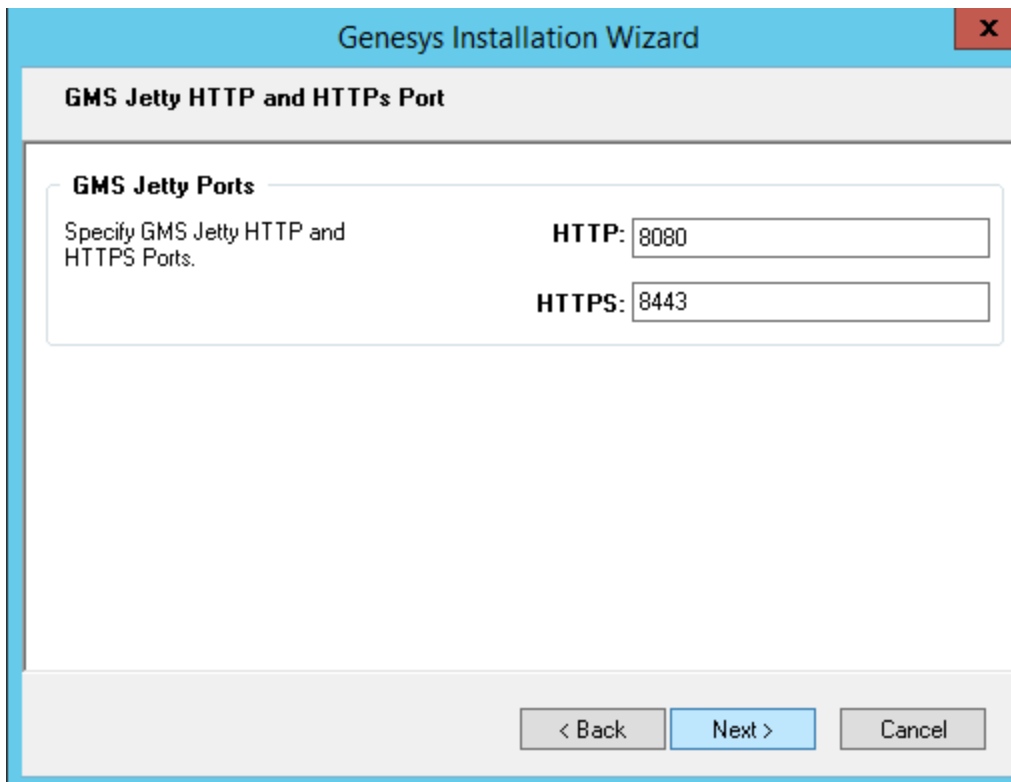
< Back   Next >   Cancel

Enter your License parameters and click **Next**.





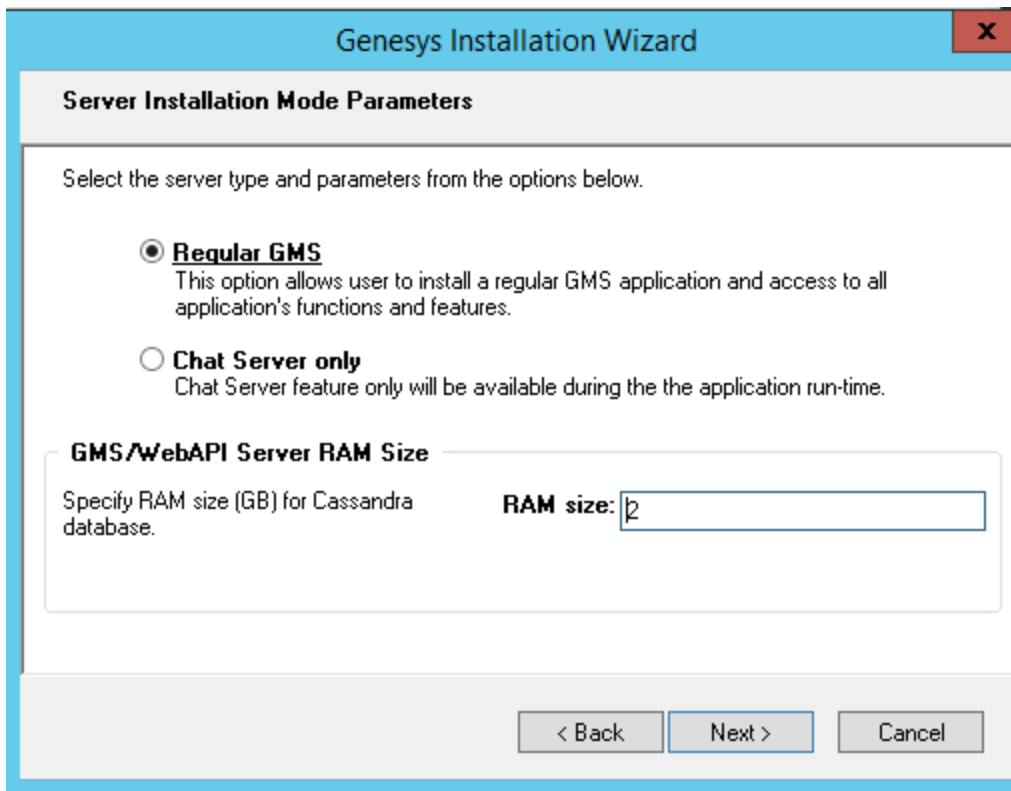
In **Choose Destination Location**, keep the default destination or browse for the desired installation location under **Destination Folder**.



The screenshot shows a window titled "Genesys Installation Wizard" with a close button (X) in the top right corner. The window has a light blue border. Inside, there is a header bar with the text "GMS Jetty HTTP and HTTPS Port". Below this, there is a section titled "GMS Jetty Ports" with a subtitle "Specify GMS Jetty HTTP and HTTPS Ports." To the right of the subtitle, there are two input fields: "HTTP:" with the value "8080" and "HTTPS:" with the value "8443". At the bottom of the window, there are three buttons: "< Back", "Next >" (highlighted in blue), and "Cancel".

In **GMS Jetty Ports**, enter the Jetty ports that will be used later to generate the **Jetty XML configuration snippet**.

## Select the Installation Type



The screenshot shows a window titled "Genesys Installation Wizard" with a close button (X) in the top right corner. The main content area is titled "Server Installation Mode Parameters". Below this title, there is a text prompt: "Select the server type and parameters from the options below." There are two radio button options: "Regular GMS" (which is selected) and "Chat Server only". Each option has a descriptive text block below it. Under "Regular GMS", it says "This option allows user to install a regular GMS application and access to all application's functions and features." Under "Chat Server only", it says "Chat Server feature only will be available during the the application run-time." Below these options is a section titled "GMS/WebAPI Server RAM Size". It contains a text prompt: "Specify RAM size (GB) for Cassandra database." and a text input field labeled "RAM size:" with the value "2" entered. At the bottom of the window, there are three buttons: "< Back", "Next >", and "Cancel".

**Genesys Installation Wizard**

**Server Installation Mode Parameters**

Select the server type and parameters from the options below.

☒ **Regular GMS**  
This option allows user to install a regular GMS application and access to all application's functions and features.

☐ **Chat Server only**  
Chat Server feature only will be available during the the application run-time.

**GMS/WebAPI Server RAM Size**

Specify RAM size (GB) for Cassandra database. **RAM size:**

< Back   Next >   Cancel

Choose **Regular GMS** if you wish to implement voice scenarios, Callback, Context Services. This option enables the full GMS functionality—including the Digital Channels API. It also enables the samples for Chat API Version 1, Chat API Version 2, and GMS Chat. **Note:** This mode requires Cassandra.

Choose **Chat Server Only** to enable only the Digital Channels API—that is, Chat API Version 2 and Email API Version 2. When you choose this mode, you will not see the Cassandra installation panels, and none of the other GMS features—including the Chat API Version 1 and Chat samples—will work. Click **Next**.

## Optional - Configure an External Cassandra

*Always check this option if you are installing GMS on Windows*

Genesys Installation Wizard

### External Cassandra Instance Configuration

Select the option below to use an External Cassandra Instance.

☒ **Use External Cassandra Instance**  
This option allows user to configure External Cassandra Instance, if not selected the embedded Cassandra instance will be used.

☐ **Use Embedded Cassandra Instance**  
This option allows user to use the embedded Cassandra Instance.

#### Configuration Options

Specify Cassandra Remote Nodes (comma delimited list of IP Addresses or Hosts). **Nodes:**

Specify Cassandra Server Port Number. **Port:**

< Back   Next >   Cancel

### Important

Only for **Regular GMS** installation.

If you want to use the embedded Cassandra instance that is packaged with GMS, do not select the checkbox **Use Cassandra External Instance**. Else, select the checkbox and make sure that `create-embedded-server=false` in your GMS Configuration.

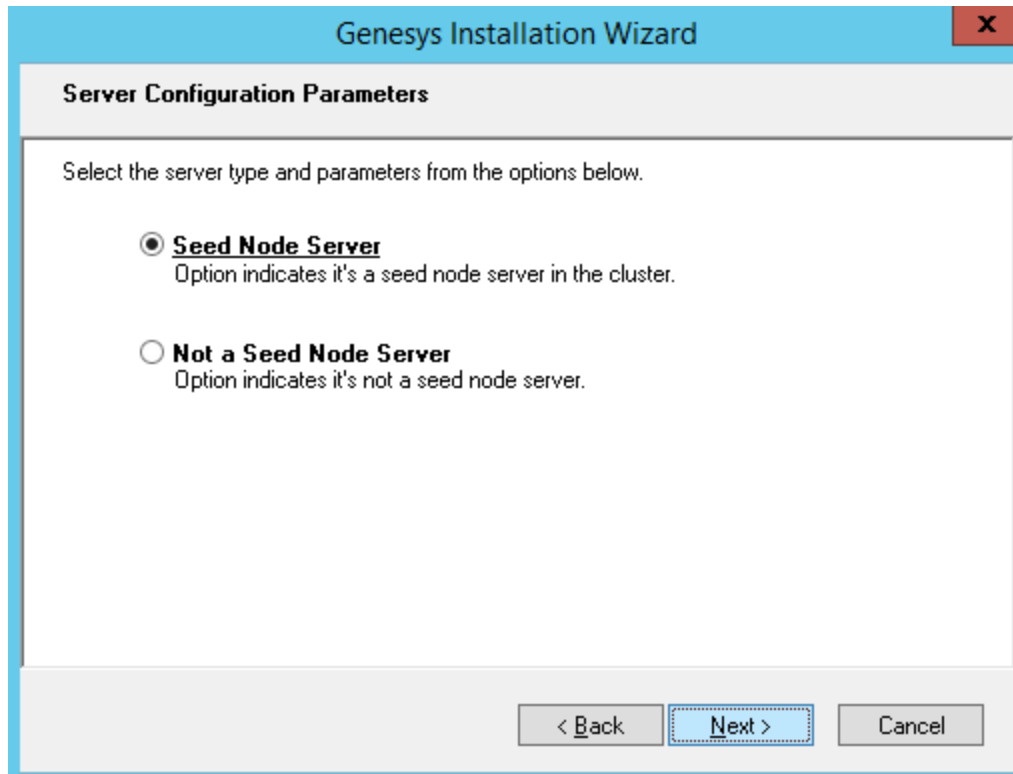
Enter the comma-separated list of Cassandra nodes, and for the port value, use the **rpc\_port**. Note: **rpc\_port** is the thrift port for client connections in the `cassandra.yaml` configuration file.

Click **Next**.

### Warning

GMS does not support embedded Cassandra on a Windows host or for production usage. If you are installing GMS on a production server or on a Windows host, select an external Cassandra instance (which should be installed on a Linux host).

## Optional - Configure the Embedded Cassandra



The screenshot shows a window titled "Genesys Installation Wizard" with a close button (X) in the top right corner. The main content area is titled "Server Configuration Parameters" and contains the instruction "Select the server type and parameters from the options below." There are two radio button options: "Seed Node Server" (which is selected) and "Not a Seed Node Server". Below each option is a descriptive line: "Option indicates it's a seed node server in the cluster." for the first, and "Option indicates it's not a seed node server." for the second. At the bottom of the window are three buttons: "< Back", "Next >" (which is highlighted with a dashed border), and "Cancel".

### Important

Only for **Regular GMS** installation.

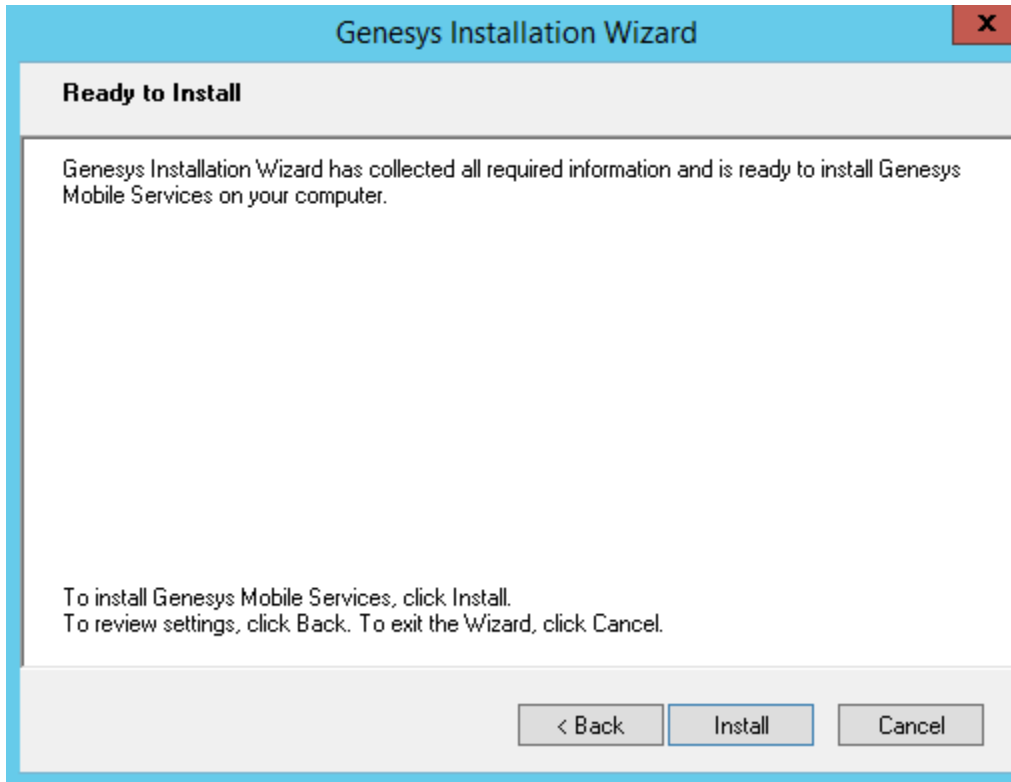
If you use the embedded Cassandra, specify whether this instance of Genesys Mobile Services is going to be a seed node server (a primary server within a GMS cluster). In either case, you also need to specify the amount of RAM dedicated to maintaining the Apache Cassandra database that Genesys Mobile Services uses for its operations (Genesys recommends allocating 2Gb of RAM for JVM).

Also, if you make this instance a backup server, you must specify the IP Address of the primary Genesys Mobile Services server before continuing.

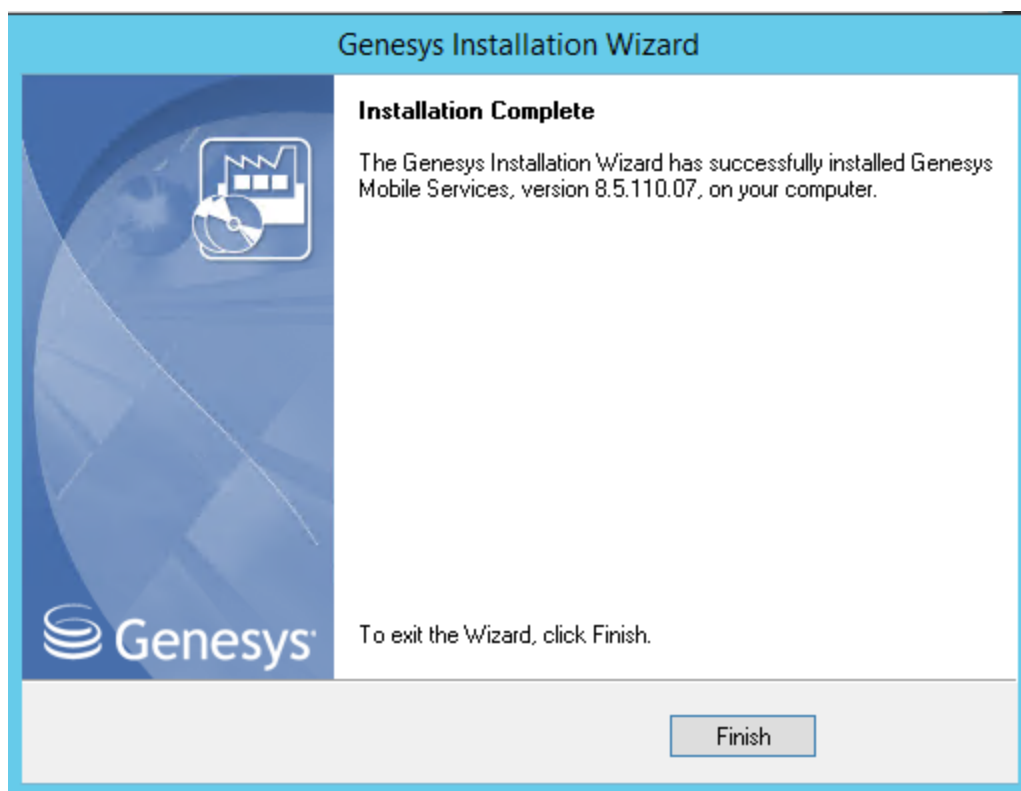
Finally, configure `create-schema=true` for the first start of the first GMS instance in order to create

the required Cassandra schemas.

### Complete the Installation



The **Ready to Install** screen appears. Click **Install**. The Genesys Installation Wizard indicates that it is performing the requested operation.



When through, the **Installation Complete** screen appears. Click **Finish** to complete your installation of Genesys Mobile Services.

**Repeat this procedure to install GMS on other hosts.**

## Installing Genesys Mobile Services on Linux

```
[genesys@bsjacentos7 gms-8.5.110.07]$ sh install.sh
*****
* Welcome to the Genesys 8.5 Installation Script *
*****

Installing Genesys Mobile Services, version 8.5.110.07

Please enter the hostname or press enter for "bsjacentos7" =>

Please enter the following information about your Configuration Server:

Configuration Server Hostname =>135.39.45.14
Network port =>2020
User name =>default
Password =>


Client Side Port Configuration
Select the option below to use a Client Side Port. If you select this option,
the application can use Client Side Port number for initial connection to
Configuration Server.

Do you want to use Client Side Port option (y/n)?n
```

To install Genesys Mobile Services on Linux, run the `sh install.sh` command to start the Installation Script. This step-by-step script will request the same inputs than detailed previously in the Windows Installation Wizard.



## Optional - Test your installation

 \* **Server Info**

Tenants:

Name ▲	State
Environment	Enabled

\* Host:

\* Listening Ports:

ID ▲	Port
No objects to display	

\* Working Directory:

\* Command Line:

Command Line Arguments:

\* Startup Timeout:

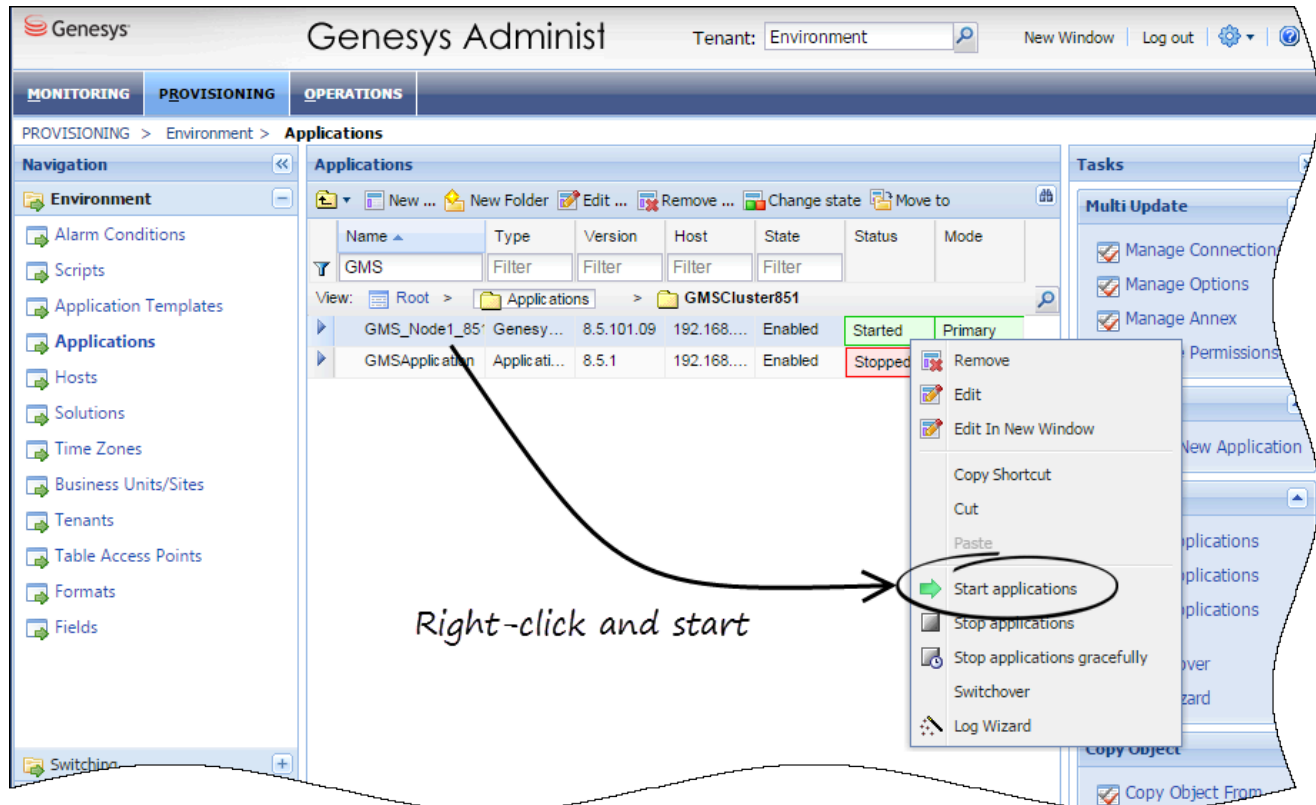
\* Shutdown Timeout:

Backup Server:

\* Redundancy Type:

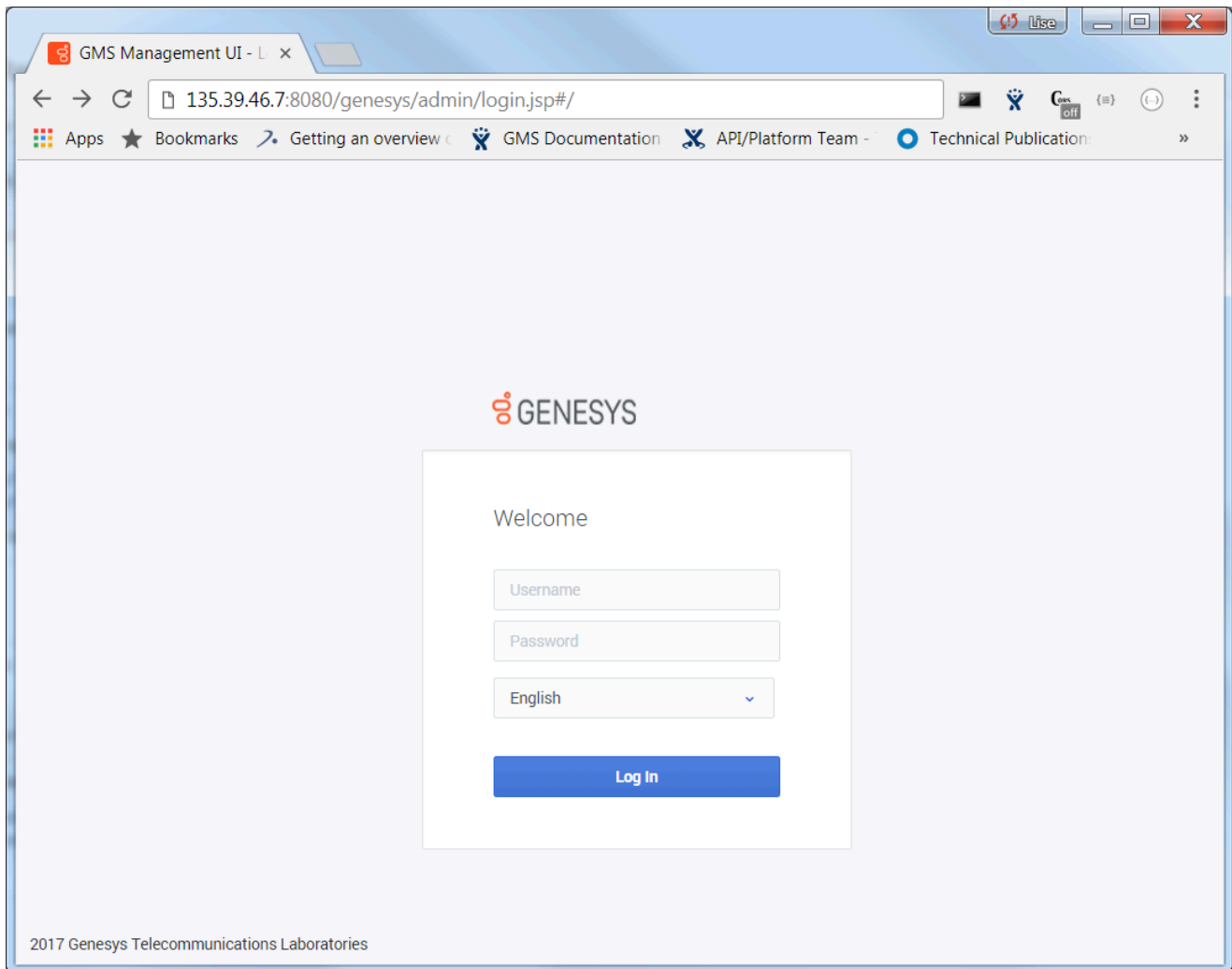
Edit your GMS application in Genesys Administrator. In the **Server Info** section, you should be able to verify that your installation updated the **Working directory** and the **Command Line** fields.

Start your GMS application and browse the Service Management UI



- If you are using Embedded Cassandra, check that you configured `create-schema=true` for the first start of the first GMS instance in order to create the required Cassandra schemas.
- If you are using External Cassandra, check that you configured `create-embedded-server=false` in your GMS Configuration.

In Genesys Administrator, start your GMS application.



Then, open your web browser for the following URL: <GMS Local Host>:8080/genesys

You should see the Service Management UI of your GMS application.

**Next Steps:** [Setting ORS dependencies.](#)