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Genesys Mobile Services Deployment Guide

Install Genesys Mobile Services

12/15/2025

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Install Genesys Mobile Services

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 the installation of its components via a Microsoft Remote Desktop connection. You should perform the installation locally.
- Starting in 8.5.206.04, GMS no longer supports embedded Cassandra. If you are using an older version and if you need additional instructions, refer to [8.5.1 installation instructions](#).

Important

Managing primary/backup config server at GMS startup.

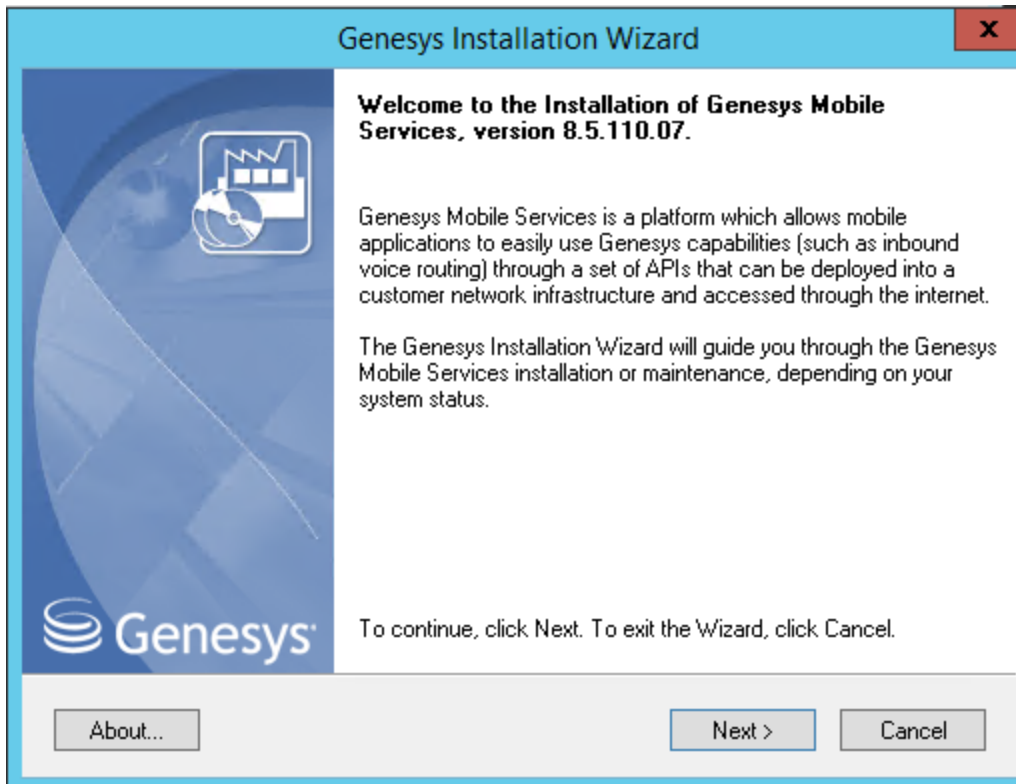
Now, GMS is able to manage a backup config server at startup using two new command line parameters:


- -backuphost: hostname/IP address for backup config server
- -backupport: port for backup config server

For example, `./launcher -host 135.39.45.14 -port 2020 -backuphost 135.39.45.14 -backupport 3020 -app "GMS236"`.

Installing Genesys Mobile Services on Windows

Start the Installation Wizard

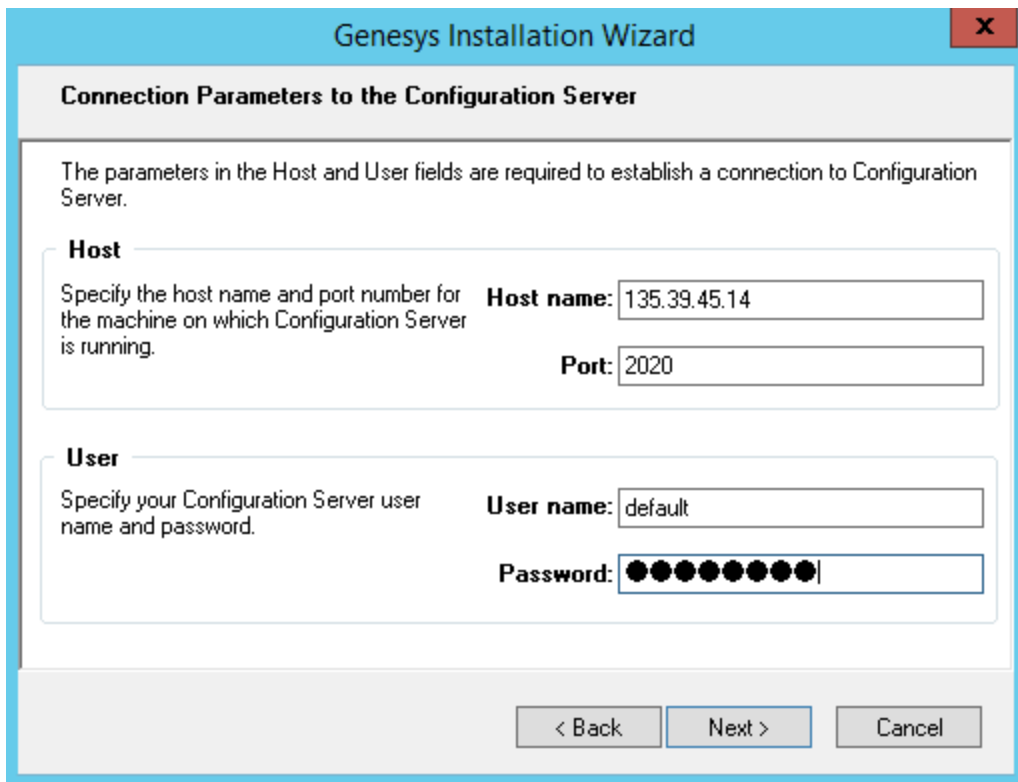


In your installation package, locate and double-click the  `setup.exe` icon in windows or `install.sh` in Linux.

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

The screenshot shows a window titled "Genesys Installation Wizard" with a close button (X) in the top right corner. The main heading is "Maintenance Setup Type". Below this, a text box explains: "The maintenance setup type defines what kind of installation to perform: new installation or maintenance of the existing installation of the same version 8.5.110.07. Select one option below." There are two radio button options: "Install new instance of the application" (which is selected) and "Maintenance of the existing installation". Under the second option, there is a text field containing "Genesys Mobile Services 8.5.110.07 [GMS85110S]". Below the radio buttons is a section titled "Application Properties:" followed by a large empty text area with scrollbars. At the bottom of the window are three buttons: "< Back", "Next >", and "Cancel".

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.



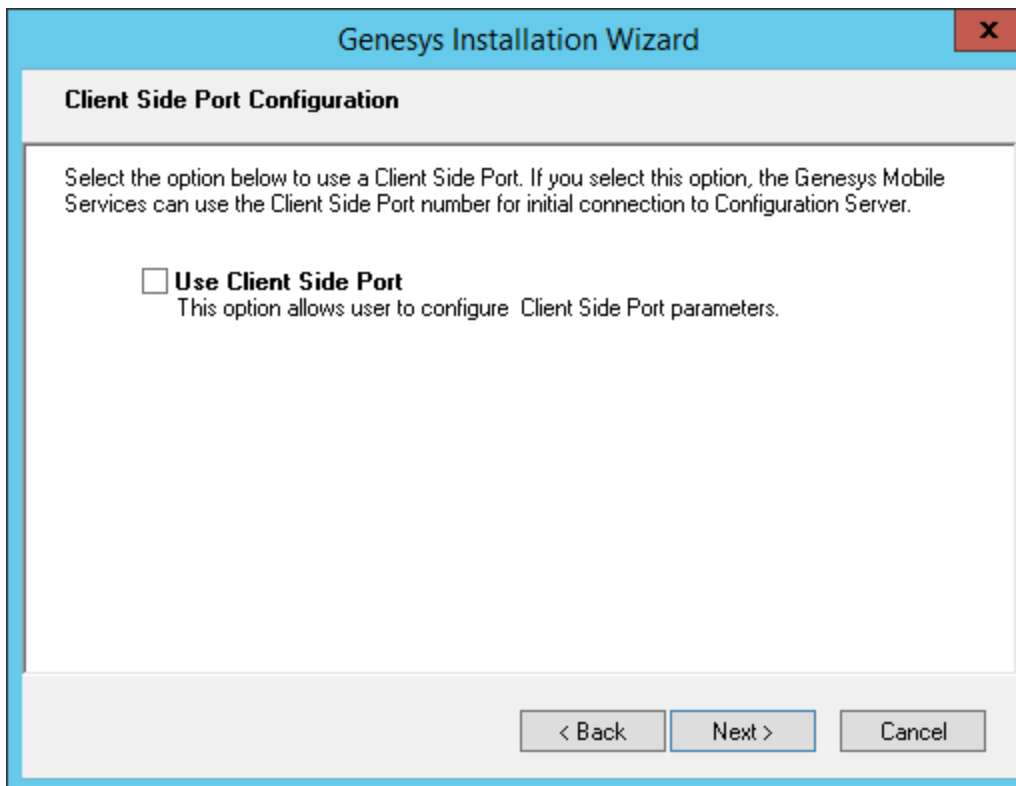
The screenshot shows a window titled "Genesys Installation Wizard" with a close button (X) in the top right corner. The main title bar is blue. Below the title bar, the window has a light gray header with the text "Connection Parameters to the Configuration Server". The main content area is white and 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**.

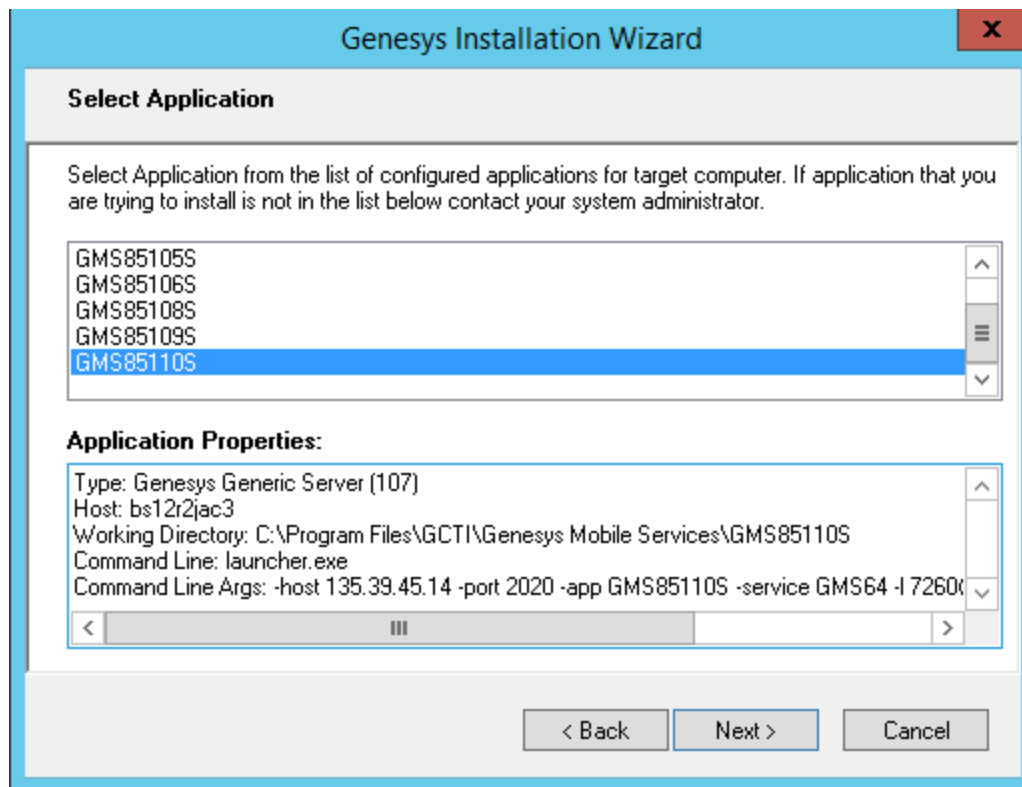
Important

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**.

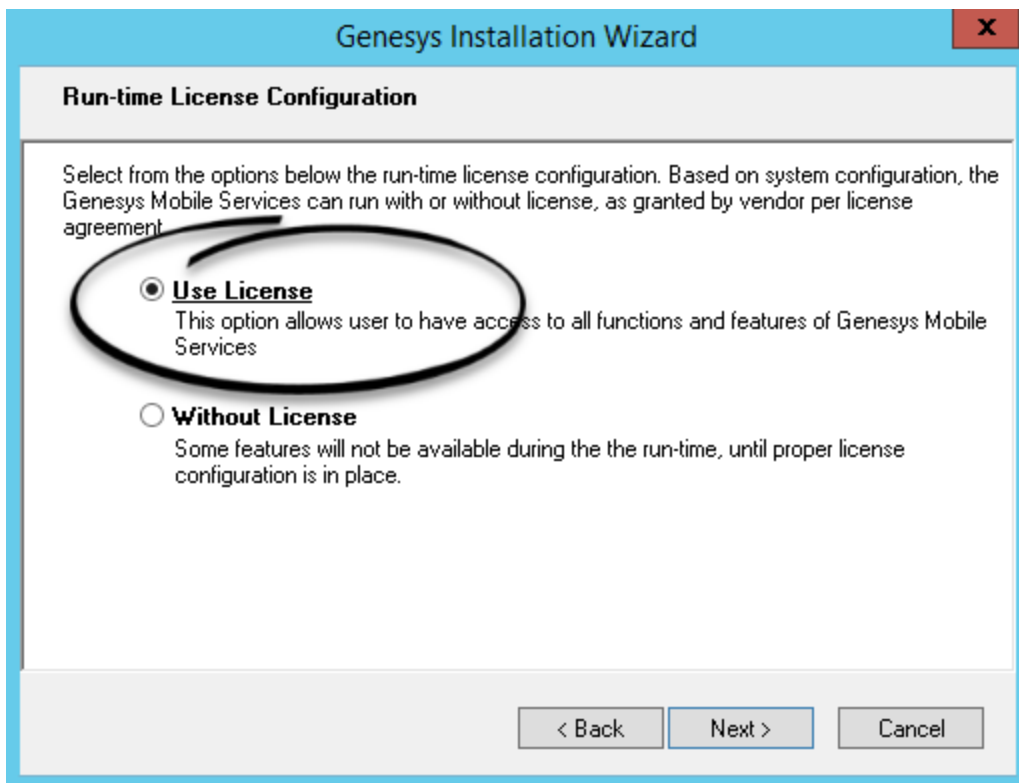
Select your application



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.

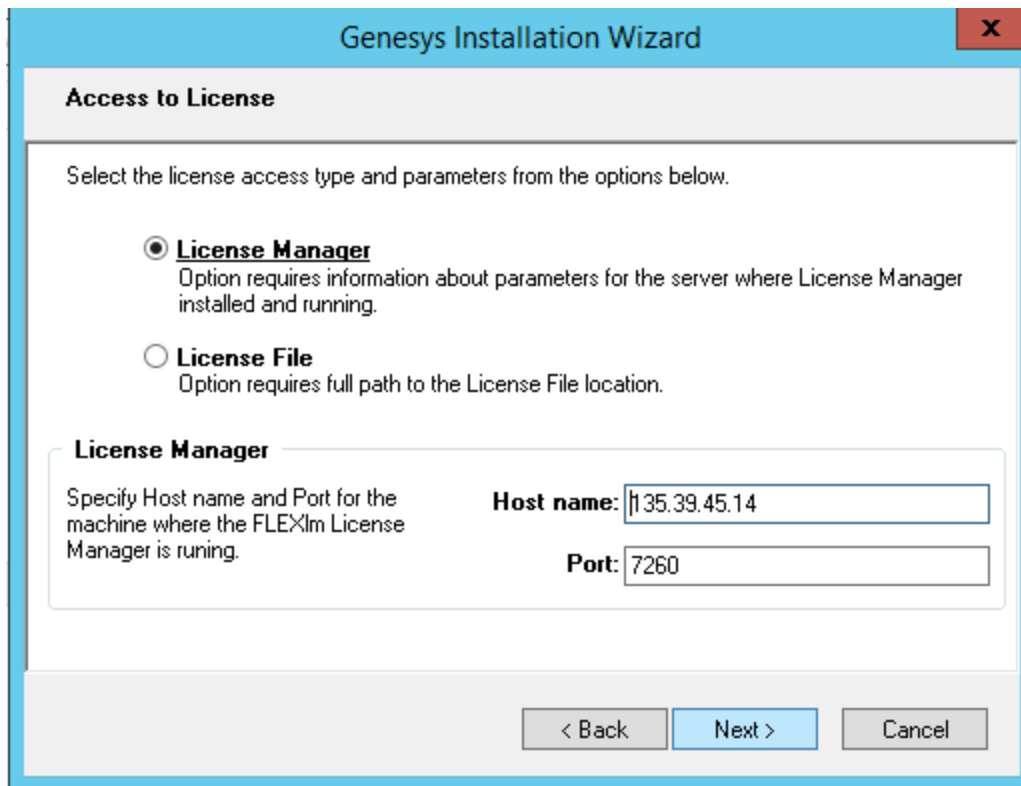
Select Use Licence



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

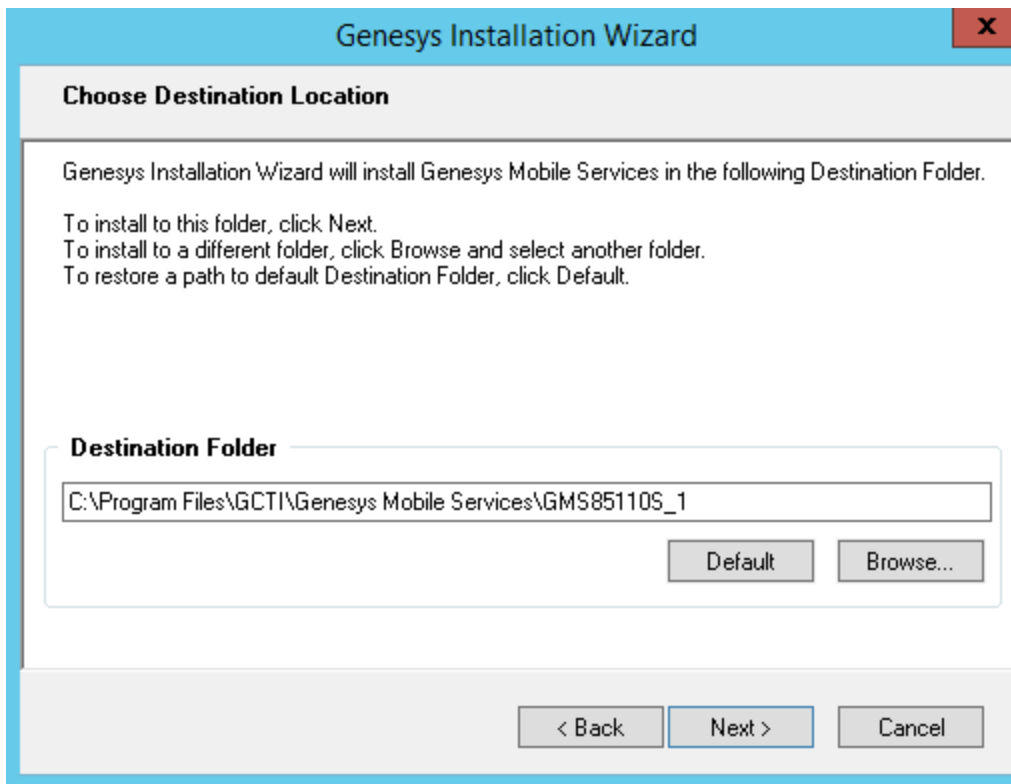
Specify Host name and Port for the machine where the FLEXlm License Manager is running.

Host name:

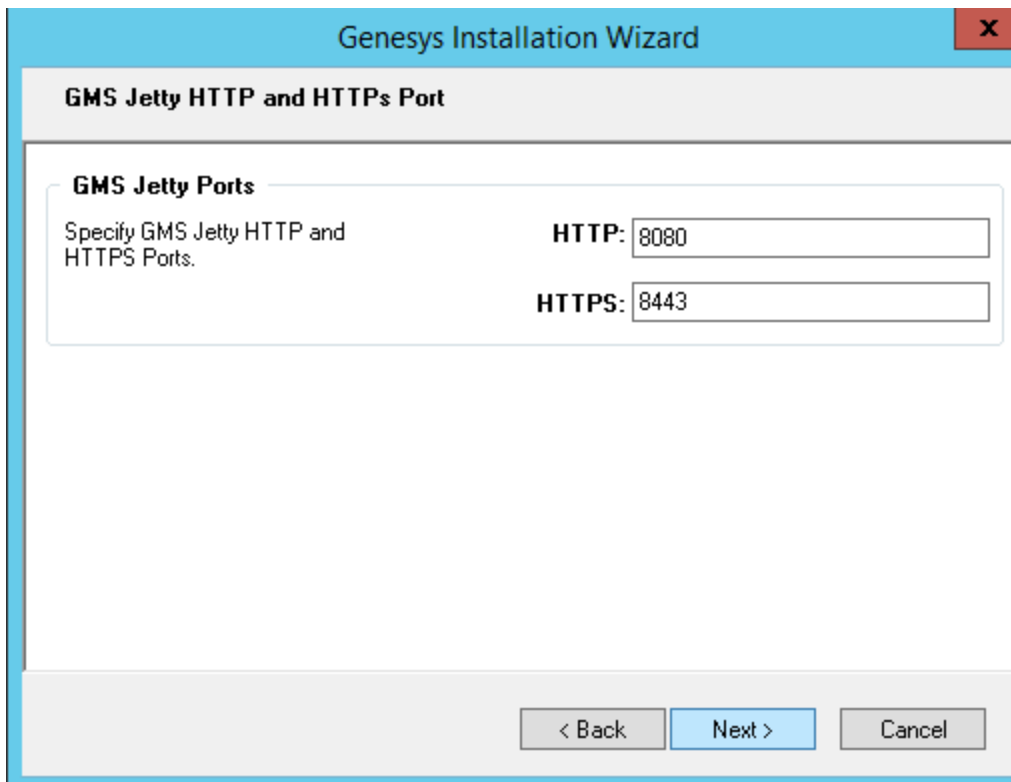
Port:

< Back Next > Cancel

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



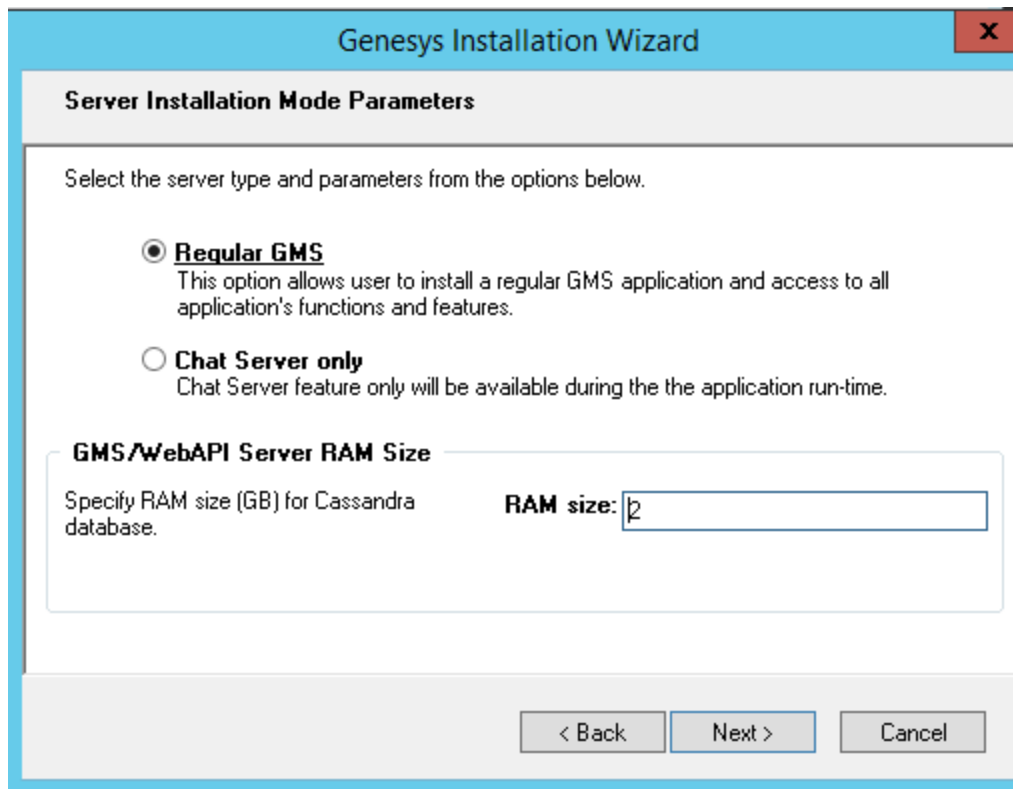
In **Choose Destination Location**, keep the default destination or browse for the desired installation location under **Destination Folder**.



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**.

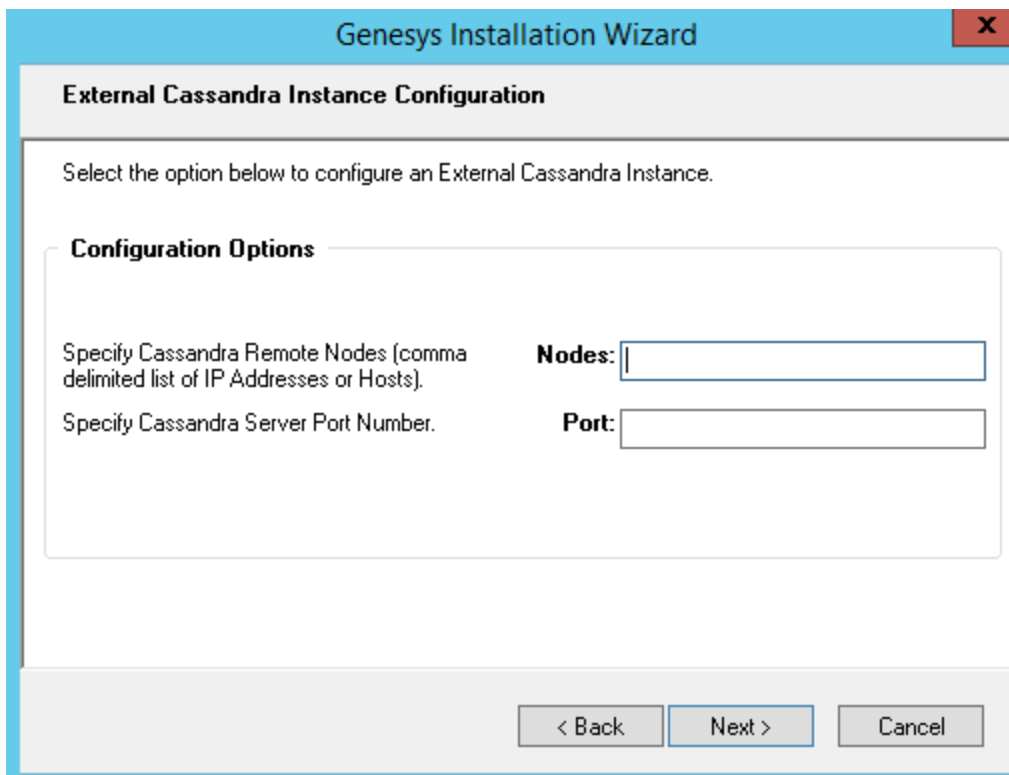
Select the Installation Type

The screenshot shows a window titled "Genesys Installation Wizard" with a red close button in the top right corner. The window has a light blue header bar. Below the header, there is a section titled "Server Installation Mode Parameters" in a grey box. Inside this section, there is a text prompt: "Select the server type and parameters from the options below." There are two radio button options. The first option is "Regular GMS", which is selected (indicated by a filled circle). Below it, a description reads: "This option allows user to install a regular GMS application and access to all application's functions and features." The second option is "Chat Server only", which is not selected (indicated by an empty circle). Below it, a description reads: "Chat Server feature only will be available during the the application run-time." Below these options, there is a section titled "GMS/WebAPI Server RAM Size". It contains a text prompt: "Specify RAM size (GB) for Cassandra database." To the right of this prompt is a text input field labeled "RAM size:" which contains the value "2". At the bottom of the window, there are three buttons: "< Back", "Next >", and "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, Chat API Version 2 via CometD (since GMS version 8.5.230.06, see release notes), Email API Version 2, and Open Media API. 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**.

Configure an External Cassandra



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 area with the text "External Cassandra Instance Configuration". The main content area is white and contains the following text: "Select the option below to configure an External Cassandra Instance." Below this, there is a section titled "Configuration Options" in bold. Inside this section, there are two labels: "Specify Cassandra Remote Nodes (comma delimited list of IP Addresses or Hosts)." and "Specify Cassandra Server Port Number." To the right of these labels are two input fields. The first input field is labeled "Nodes:" and the second is labeled "Port:". At the bottom of the window, there is a gray bar containing three buttons: "< Back", "Next >", and "Cancel".

Important

Only for **Regular GMS** installation.

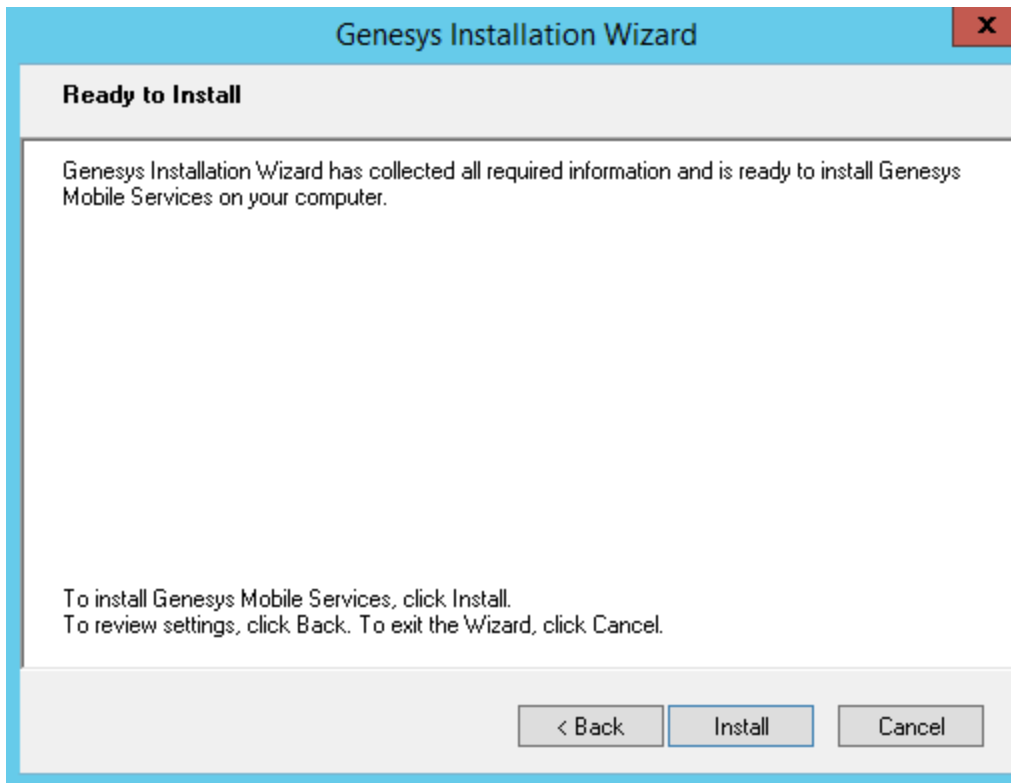
Enter the comma-separated list of Cassandra nodes, and for the port value, enter the **native_transport_port** value (9042 by default). Note: **native_transport_port** is the thrift port for client connections in the `cassandra.yaml` configuration file of your external Cassandra instance.

Click **Next**.

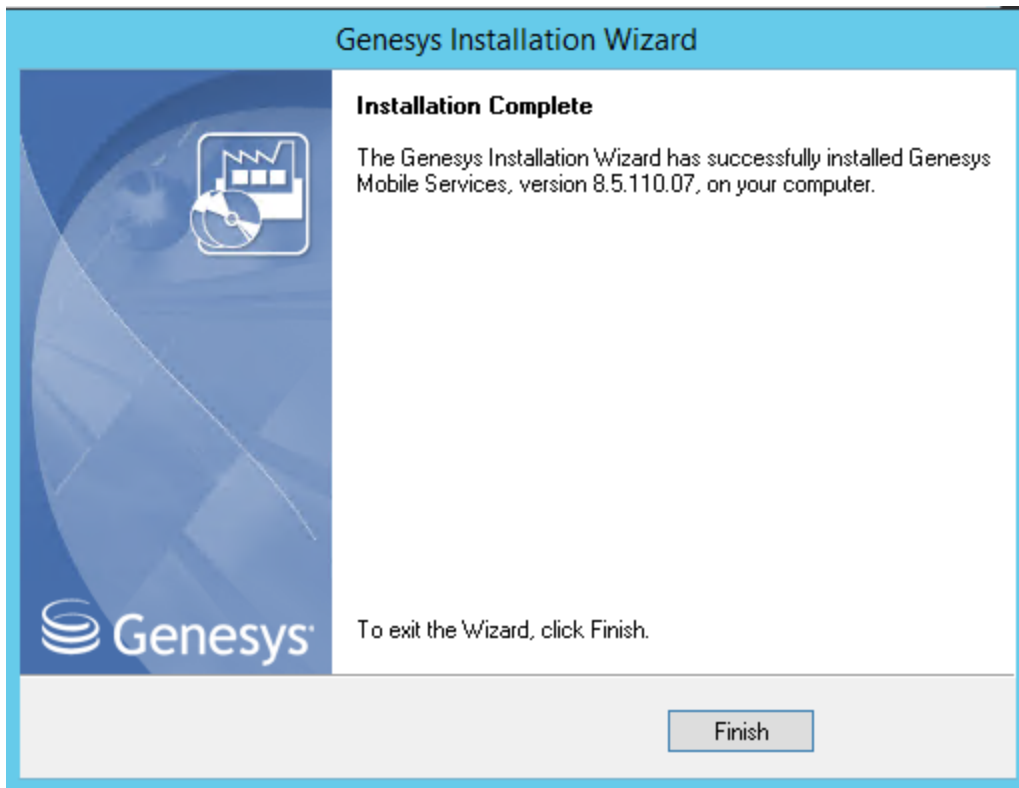
Warning

If you are installing GMS on a production server or on a Windows host, choose an external Cassandra instance which is installed on a Linux host.

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:

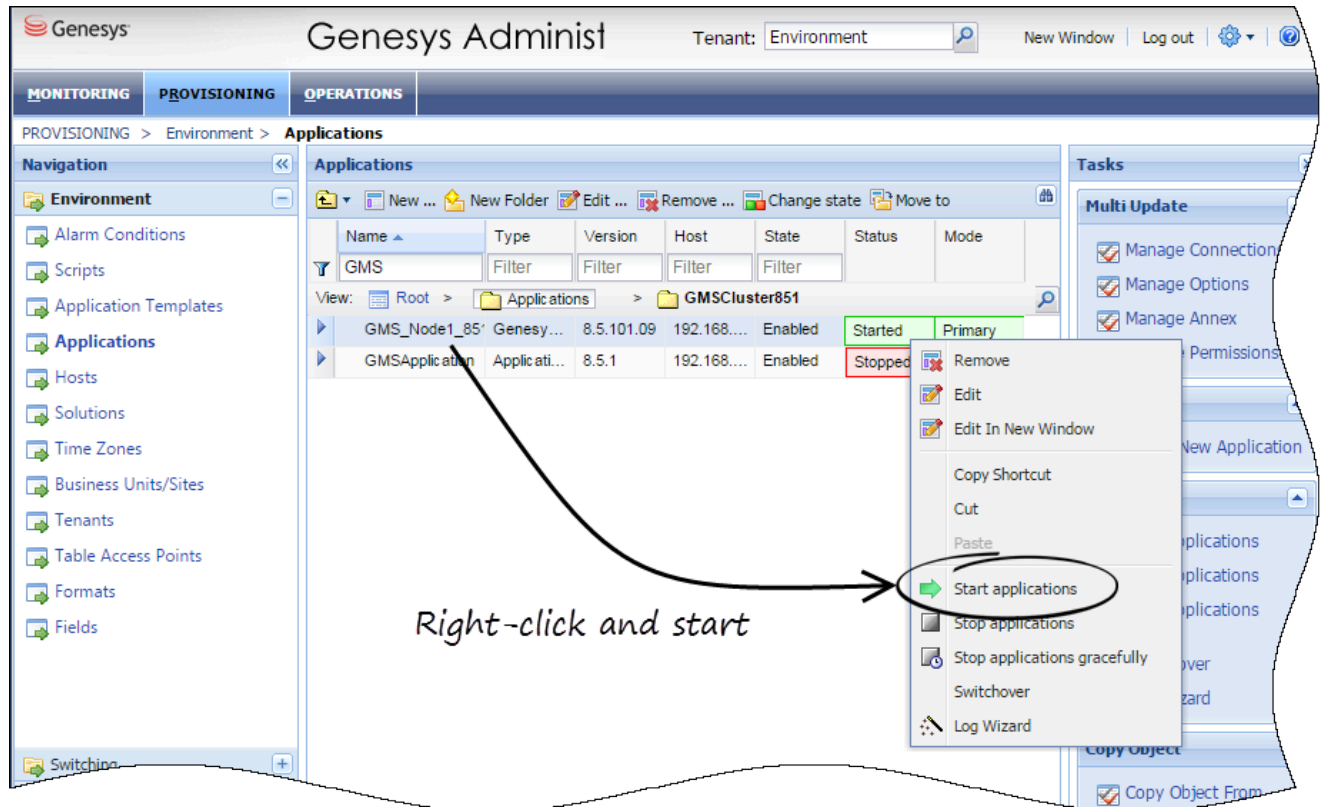
* Shutdown Timeout:

Backup Server:

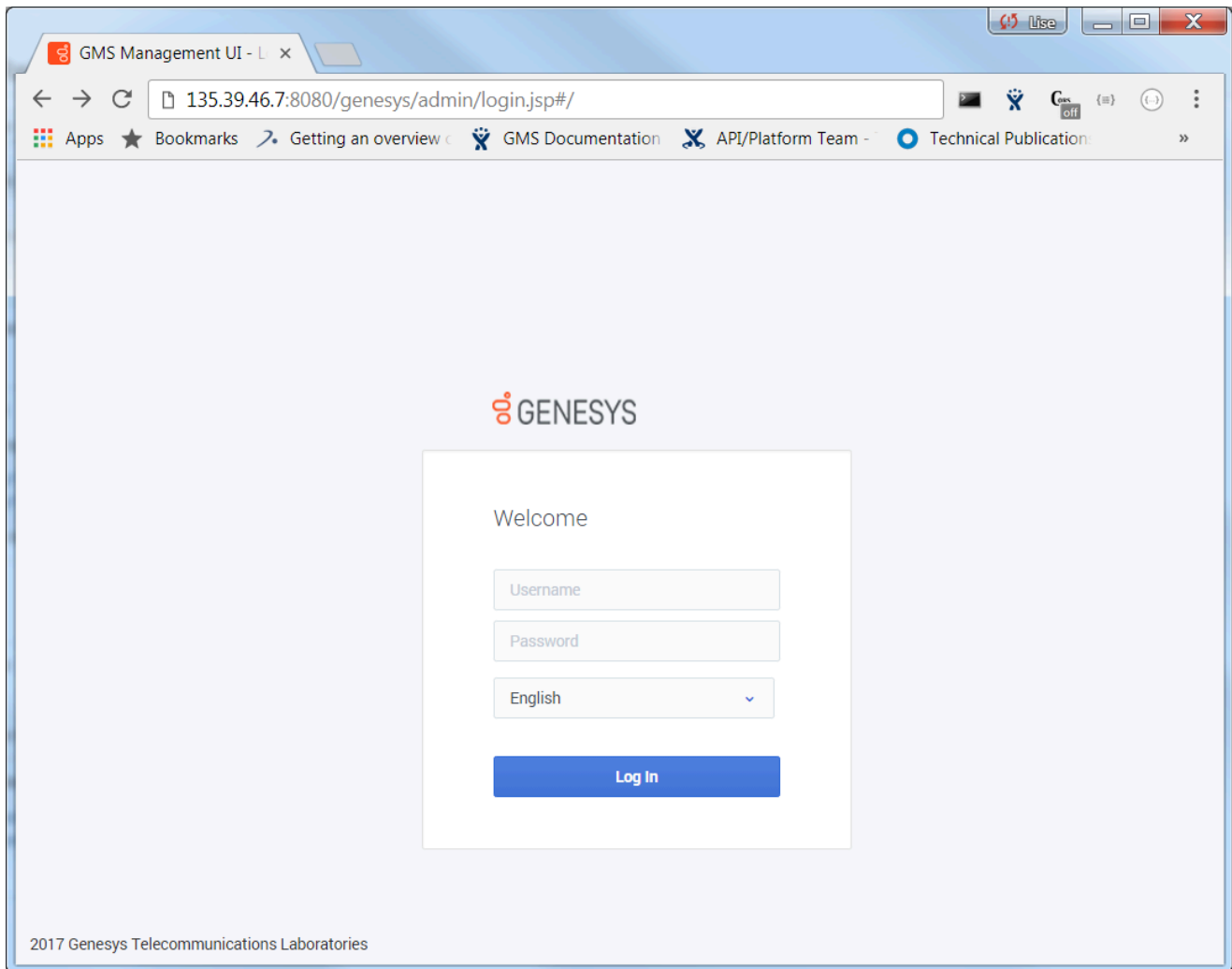
* Redundancy Type:

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



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.

Note that, to work properly, this UI requires access to the following URLs:

`http://<GMS Local Host>:8080/genesys/1/admin/*`

Make sure to enable this access through your firewall and security if needed.

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