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SIP Voicemail HA Deployment Guide

[Document Change History](#)

12/15/2025

Document Change History

Check out the changes in the latest version of the SIP Voicemail HA Deployment Guide.

New in the SIP Voicemail HA Deployment Guide [07/20/12]

- [The IP Interface Architecture diagram](#) has been added to show the connections between Genesys components and the Voicemail host.
- Simplified architecture diagrams have been added for [Traditional HA Architecture](#) and [Solution HA Architecture](#).
- Details about [Traditional HA mode](#) have been added.
- Events, Control Scripts, and third-party application names have been updated. See Events and Scripts ([Traditional](#), [Solution](#)).
- VIP Control Scripts ([Linux](#), [Windows](#)) and Application Control Scripts ([Linux](#), [Windows](#)) have been updated.
- [Known Issues and Recommendations](#) have been added.
- Procedures to configure MCP shared voicemail storage for ([Linux](#) and [Windows](#)) have been added.