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SIP Voicemail HA Deployment Guide

Solution HA Task Summary

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Deployment Overview


A typical small-scale HA deployment places all SIP Voicemail components on a single server, with backup components mirrored on a second backup server. Components should be deployed as follows:


Primary Server	Backup Server
<ul style="list-style-type: none">• Primary Voicemail SIP Server• Primary VM Server• Resource Manager 1 (active)• MCP 1	<ul style="list-style-type: none">• Backup Voicemail SIP Server• Backup VM Server• Resource Manager 2 (active)• MCP 2

Note: The premise (agent) SIP Server is outside the scope of the SIP Voicemail HA configuration. If deployed in HA mode, either on the VM servers or on a separate server, a switchover from primary to backup Agent SIP Server does not impact the Genesys Voicemail components (Voicemail SIP Server, GVP Resource Manager, VM Server). To see a detailed architecture for this sample deployment layout, see the [Basic Architecture](#) diagram.

Deployment Task Summary

The following table lists the tasks that are required to configure a Genesys SIP Voicemail Server in an HA deployment.

Objective	Related procedures and actions
1. Ensure that your system meets the deployment prerequisites.	See SIP Voicemail Deployment Prerequisites .
2. Install the components.	Use Complete Install Tool On both primary and backup servers, complete the procedures in the following task summary: SIP Voicemail Complete Install  Key Notes

Objective	Related procedures and actions
	<ul style="list-style-type: none">• Specify the HA role for each server: one Primary, one backup.• Enter the Virtual IP address for HTTP communication with the HA pair.
3. Configure GSVM Server HA.	<ol style="list-style-type: none">1. Configure the Virtual IP Takeover scripts<ul style="list-style-type: none">• Windows — Virtual IP Address Takeover (Windows)• Linux — Virtual IP Address Takeover (Linux)2. In both primary and backup GSVM Server Application objects, go to Start Info > Command Line Arguments, and edit the following parameter: -vms_host 0.0.0.0 . <p> Key Notes</p> <ul style="list-style-type: none">• After installation, you must start the primary GSVM Server first, before starting the backup server.