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Active Recording Ecosystem Solution Guide

Integrating Media Server for MSML

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The following describes the basic steps required to integrate Genesys Media Server for MSML.

1. Configure SIP Server for MSML

See [Configuring SIP Server for MSR](#).

2. Configure the MSML DN

Create a Voice over IP DN. See [Configuring an MSML Service](#).

3. Configure the GVP components

Configure the following GVP components to their default settings:

- Resource Manager
- Media Control Platform

Important

SIP Server and Resource Manager use the same port 5060. If both are deployed on the same host, you may have to change port numbers to avoid conflicts. Genesys suggests shifting the port numbers in the Resource Manager options up by 100—from 5060-5067 to 5160-5167. For more information, see the *Genesys Media Server 8.1 Deployment Guide*.

4. Configure an MCP resource group for MSML services

1. Create a resource group for the MCP instances that will be used to provide MSML service.
2. Configure the resource group with the following minimum mandatory options:
 - load-balance-scheme—Set to round-robin.

- `monitor-method`—Set to `option`.
- `port-usage-type`—Set to `in-and-out`.
- `resource-confmaxsize`—Set to `-1`.
- `service-types`—Ensure that `msml` is included in the list of `servicetypes`.

For more information, see the *Genesys Media Server 8.1 Deployment Guide*.

5. Ensure MCP is connected to Resource Manager

Ensure that the MCP instances are included on the Connections tab of the Resource Manager Application object.

6. Configure the Resource Manager application

1. In the `rm` section, configure the following parameters:

- `rm.conference-sip-error-respcode`—Set to `503`.
- `rm.resource-available-respcode`—Set to `603`.

2. In the `monitor` section, configure the following parameter:

- `sip.proxy.realeaseconfonfailure`—Set to `false`.

7. Create a default IVR Profile

Create a new IVR Profile to be used as the default for your particular tenant.

1. In the `Voice Platform Profiles` folder, create a new `GVP IVRProfile`.

2. On the `Annex` tab of the IVR Profile, create a `gvp.general` section, adding the following option:

- `service-type`—Set to `voicexml`.

8. Configure the Tenant object

Assign the IVR Profile as the default for your tenant.

1. Right-click your Tenant object, then select `Properties`.

2. On the `Annex` tab of the `Properties` window, create a `gvp.general` section.

3. Add the following options:

- `default-application`—Set to the name of the default IVR Profile.
- `service-type`—Set to `voicexml`.