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GVP Deployment Guide

Installing GVP with the Deployment Wizard

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The Genesys Administrator wizard simplifies the GVP deployment by prompting you for the information that is required to install each component. The Import Wizard enables you to import the GVP installation packages into a repository. You can use the built-in Genesys Administrator Repository, or you can **[+] create your own repository**.

Procedure: Creating an IP Repository

To create an Installation Package Repository:

1. Create a shared folder (with read and write permissions) on the network server on which IPs will be stored.
2. Go to Deployment > Repository Management > Repositories IP List.
3. Click **New**.
4. In the Create Repository dialog box:
 - a. Type the network path of the shared folder and the name of the new Repository. The path must be in the following format:
`\\serverName\path\sharedFolder\Repository_name`
...and *Repository_name* is required only if you want to give the Repository a working name different than the file name.
 - b. (Optional) Enter a brief description.
 - c. Click **Create**.

The new repository folder is created in the shared folder, and appears in the list of Installation Package Repositories as either its filename, or if specified, the name that you entered in the final step above.

Then, use the Deployment Wizard to install the GVP components individually with a basic configuration, or to install multiple instances of the same component on different hosts.

Tip

If you are installing Genesys Administrator and the Media Control Platform on the same host, you must install GVP by using the manual procedures and ensure that Genesys Administrator is shut down during the installation. For the procedures to install GVP manually, see [Installing GVP Manually on Windows](#) and [Installing GVP Manually on Linux](#).

The GVP installation CDs contain the installation packages for both Windows and Linux operating

systems. See [GVP Installation DVDs](#).

Use the following procedures to install GVP on the targeted host(s):

1. [Procedure: Importing the Installation Packages into the Repository \(using GA\)](#)
2. [GAX Procedures to Upload, Copy, Deploy, Download, or Delete Installation Packages](#).
3. [Procedure: Using the Deployment Wizard to Install GVP](#)

Procedure: Importing the Installation Packages into the Repository

Do this before starting the Deployment Wizard to install the GVP components.

1. Verify that the installation packages are copied to, and accessible from, the server on which Genesys Administrator is installed or a network drive for which the appropriate permissions are set so that a remote user can access it. Ensure that the folder that contains the installation packages is shared.
2. Log in to Genesys Administrator.
3. On the Deployment tab, highlight the Repository into which you want the Installation Packages to be imported.
4. Click Repository > Installation Packages > Import.
The Installation Packages Import Wizard appears.
5. Continue through the Deployment Wizard by performing either of these methods:
[+] Installation DVD
 - a. Select Installation DVD as the import source and click **Next**:
 - b. In the DVD Source field, enter the Universal Naming Convention (UNC) path to the directory that contains the CDInfo.xml file, (for example, \\127.0.0.1\GVPCDShare\G254_8131001_ENU\) then click Next. The Installation Packages Repository appears in the Select Items page.
 - c. Select the installation package that you want to import, then click **Next**.
As the wizard begins to import the package, the Process import page appears, displaying a progress bar.
 - d. After the installation package is imported, click Finish.
 - e. Repeat Steps ii and iii to import additional installation packages.

[+] Single Installation Package

- a. Choose Single Installation Package as the import source and click **Next**.
- b. In the IP Source field, enter the UNC path to the folder that contains the ip_description.xml file.
For example:
\\127.0.0.1\GVPCDShare\G254_8131001_ENU\
- c. In the Template Folder field, enter the path to the Templates folder on the DVD or a folder in a network directory, then click Next.

Tip

When you enter the path to a network directory, do not include a mapped drive letter with a dollar sign

(\$). Enter the path, without the drive letter. For example: \\Installation_Pkgs\gvp81\.

The Installation Packages Repository appears on the Select Items page.

- d. Select the IP template for the IP and version that you want to install, then click Next. As the wizard begins to import the package, the Process import page appears, displaying a progress bar.
- e. After the installation package is imported, click Finish.
- f. Repeat Steps iii and iv to import additional installation packages.
- g. Install the GVP components as described in [Procedure: Using the Deployment Wizard to Install GVP](#).

Procedure: Using the Deployment Wizard to Install GVP

The Application objects are created automatically when you use the Genesys Deployment Wizard; therefore, you do not need to import the templates or create the Application objects manually. Use the Genesys Deployment Wizard for both Windows and Linux installation packages.

1. Verify that:
 - The appropriate prerequisite software is installed on each component, as required. See [Prerequisites](#).
 - A new host is added in the Configuration Database for each GVP host. See [Procedure: Configuring a Host in Genesys Administrator](#).
 - The LCA is installed on the GVP host(s). See [Procedure: Installing the Local Control Agent \(Windows\)](#).
 - The Installation Packages are imported to the Installation Packages Repository. See [Procedure: Importing the Installation Packages into the Repository](#).
2. Log in to Genesys Administrator.
3. On the Deployment tab, click **Repository > Installation Packages**.
4. Highlight the installation package that you want to install (ensuring that the IP that you select matches the version of the OS on the host).
5. On the right side of the Installation Packages page, click the left-arrow button to view the Tasks pane.
6. In the Tasks panel, click the **Install Package** link.
The wizard Single Installation Package Deployment Wizard page appears.
7. To enter the information about the target host, click **Next**:
 - **Application Name**: Enter a name to identify this instance of the application that is to be deployed.
 - **Target Host**: Select the host on which you want to install the Application object.

Tip

When you are installing multiple applications of the same type, use unique names in order to identify them easily.

8. To configure the parameters for the component, click **Next** and then, for each GVP component:

- To specify the Working Directory, accept the default path to the directory where the installation package resides.
- To elect Linux 32-bit operating systems in Linux installations, select 32 from the drop-down menu in the field **DataModel**.
- **[+] Configure these additional Media Control Platform Parameters**
 - **Install Mode:** From the drop-down menu, select the audio files format:
 - Select MuLaw format in North America.
 - Select ALaw format in Europe.
 - **HTTP Proxy Usage:** From the drop-down menu, choose Selected or Not Selected.
 - Create a connection to the Reporting Server in each of the Media Control Platform, Call Control Platform, Resource Manager, and Supplementary Services Gateway Applications. See [Procedure: Creating a Connection to a Server](#).
- **[+] Configure these additional Reporting Server Parameters**
 - **JavaHome Path:** Enter the path to the directory in which the Java binary files will reside for example:
<Installation directory>\Java\jre7\bin
 - **DBMS engine:** Select the version of the DBMS engines that you want to install:
 - **MS SQL Server 2005 or MS SQL Server 2008 Standard Edition**
 - **MS SQL Server 2008 Enterprise Edition**
 - **Oracle 10g/11g Standard Edition**
 - **Oracle 10g/11g Enterprise Edition**
 - **No Database** allows Reporting Server to operate without a database).

Tip

DB Partitioning is supported when the Enterprise edition of the OS is selected only.

- **DBMS host:** Enter the host name of the DBMS engine.
- **DBMS port:** Enter the port number of the DBMS engine.
- **Database name:** Enter the name of the database server that will be used by the Reporting Server for example, db_rs.
- **DBMS user:** Enter a user name for the DBMS.
- **DBMS password:** Enter a password for the DBMS.
- **Reporting Server Port:** This field is populated automatically with 61616.
- **Web Server Port:** Retain the default port number 8080.

Note: To support SCAN addresses used in Oracle, set these Reporting Server options:

```
[persistence] hibernate.remote.database  
[persistence] hibernate.remote.url = jdbc:oracle:thin:@<SCAN address>:<port>/<service name>
```

The first of these means to set the `hibernate.remote.database` option to blank, where as for the second option you should replace the `<SCAN address>` with the FQDN of the scan address you've set up for Oracle RAC, `<port>` is the port number to access Oracle, and `<service name>` is the name of the Oracle service that has been set up to be used by the Reporting Server.

9. Enter a unique connection port (default is 5000). Genesys Administrator, through Solution Control Server uses this listening port to monitor, start, and stop this application after installation.
10. To view the Deployment Summary, click **Next**.
11. To start the Deployment, click **Next**.
A progress bar appears at the top of the Deployment page.
12. To view the Results page, click **Next**.
13. To exit the wizard, click **Finish**.
14. Configure the Application objects to start automatically. See [Procedure: Configuring Application Objects to Start Automatically](#).
15. Complete the post-installation activities for the GVP components. See [Task Summary: Post-Installation Configuration of GVP](#).