GVP Deployment Guide

Manually Installing GVP on Linux

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These instructions install each GVP module separately, one per tab.

Media Control Platform

Procedure: Installing the Media Control Platform (Linux)

Install the Media Control Platform component to enable Session Initiation Protocol (SIP) applications that use Voice Extensible Markup Language (VoiceXML) to access the Media Control Platform media services.

Before you start the Media Control Platform and Call Control Platform Application objects, you must start the Apache Hypertext Transfer Protocol (HTTP) Server and (if you use the Squid) the Squid caching proxy.

1. Verify that:
   The Apache HTTP Server is installed, and the application is started. (Apache is no longer a prerequisite in 8.1.2.) See "Complete the prerequisites" in the Task Summary: Preparing Your Environment for GVP.
   - The Media Control Platform host is prepared for the installation. See Preparing the Hosts for GVP.
   - The Media Control Platform Application object template is imported, and an Application object is created. See Preinstallation Activities.
2. At the Linux host, log in as `root`, and then enter `su`.
3. Navigate to the directory that contains the Media Control Platform installation package.
4. Enter `chmod a+x install.sh`.
5. Run the `./install.sh` command.
   The installation script is initiated.
6. At the prompt, enter the hostname of the Media Control Platform server. For example:

   ```
   Please enter the host name or press enter for "<local_host>"
    => <local_host>.
   ```

7. At the prompt, enter the information that is required for the Configuration Server for example:

   ```
   Configuration Server hostname
    =><config_serv>
    Network port =>2020
    User name =>default
    Password =>password
   ```

8. At the prompt, enter the information, if required, for the Client Side Port Definitions for example:

   ```
   Do you want to use Client Side Port option (y/n)?y
    Client Side Port port =>1234
   ```

```
Client Side IP Address (optional), the following values can be used
10.0.0.222
10.0.0.254
=>10.0.0.222
```

9. At the prompt, choose the application that you want to install. For example:

```
1 : MCP-Host
2 : MCP_8.5.000.09
3 : MCP_8.5.000.19
=>3
```

10. At the prompt, choose the audio format for your region for example:
    - `Mulaw` (North America)
    - `Alaw` (Europe)
11. Select one of three options for HTTP Proxy mode:
    - `use HTTP proxy "localhost"`
    - `disable HTTP proxy`
    - `specify HTTP proxy`
12. If you selected `specify HTTP proxy` in the previous step:
    - Enter the HTTP proxy host.
    - Press **Enter** to confirm 3128 as the HTTP proxy port or enter a new one.
13. After the following output is displayed, enter `y` or `n` at the prompt:

```
If you are using GVP VoiceXML applications on this server, you need to enable VoiceXML
applications.

If you are using the Genesys Media Server with Play Application treatments (also
VoiceXML),
e.g., from routing strategies, then you need to purchase GVP ports and enable VoiceXML
applications.

Otherwise, you do not need to enable VoiceXML applications.

Do you wish to enable VoiceXML applications (y/n)? =>y
```

14. At the Next prompt, enter the path to the directory in which the application files will reside for example:

```
Press ENTER to confirm /<Install_Dir>/gvp81/MCP_8.5.000.xx as the destination directory
or enter a new one => /opt/genesys/gvp/VP_Media_Control_Platform_8.5.000.xx
```

    A message appears that indicates that the installation files are being extracted and copied to the directory. Then, a final message appears which indicates that the installation was completed successfully.
15. Configure the Media Control Platform Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.
    To start any Application object manually on a Linux host, Enter `<Install_Dir>/bin/run.sh` where `<Install_Dir>` is the directory in which the application is installed.
16. If required, install the Call Control Platform. See the tab **Call Control Platform** in this topic.

Call Control Platform

Procedure: Installing the Call Control Platform (Linux)

Install the Call Control Platform component, so that applications that use Call Control Extensible Markup Language (CCXML) can access the Call Control Platform call-processing services.

Before you start the Media Control Platform and Call Control Platform Application objects, you must start the Apache Hypertext Transfer Protocol (HTTP) Server and (if you use the Squid) the Squid caching proxy.

1. The Call Control Platform host is prepared for the installation. See Preparing the Hosts for GVP.
2. The Call Control Platform Application object template is imported and an Application object is created. See Preinstallation Activities.
3. At the Linux host, log in as root and enter su.
4. Navigate to the directory that contains the Call Control Platform installation package.
5. Complete Steps 3 to 13 under the tab **Media Control Platform** in this topic, substituting information for the Call Control Platform, where necessary.
6. Configure the [ems]log_sinks parameter, see Task Summary: Preparing Your Environment for GVP.
7. Configure the Call Control Platform Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.
8. Install the Resource Manager. See the tab **Resource Manager** in this topic.

Resource Manager

Procedure: Installing the Resource Manager (Linux)

1. Verify that:
   - The Resource Manager host is prepared for the installation. See Preparing the Hosts for GVP.
   - The Resource Manager Application object template is imported, and an Application object is created. See Preinstallation Activities.
2. At the Linux host, log in as root, and then type su.
3. Navigate to the directory that contains the Resource Manager installation package.
4. Complete Steps 3 to 13 under the tab **Media Control Platform** in this topic, substituting information for the Resource Manager, where necessary.
5. Configure the Resource Manager Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

Supplementary Services Gateway

Procedure: Installing the Supplementary Services Gateway (Linux)

1. Verify that:
   - The Supplementary Services Gateway host is prepared for the installation. See Preparing the Hosts for GVP.
   - The Supplementary Services Gateway Application object template is imported, and an Application object created. See Preinstallation Activities.
2. At the Linux host, log in as root, and enter `su`.
3. Navigate to the directory that contains the Supplementary Services Gateway installation package.
4. Complete Steps 3 to 13 under the tab **Media Control Platform** in this topic, substituting information for the Supplementary Services Gateway, where necessary.
5. Configure the Supplementary Services Gateway Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

CTI Connector

Procedure: Installing the CTI Connector (Linux)

1. Verify that:
   - The CTI Connector host is prepared for installation. See Preparing the Hosts for GVP.
   - The CTI Connector Application object template is imported, and an Application object is created. See Preinstallation Activities.
2. At the Linux host, log in as root and enter `su`.
3. Navigate to the directory that contains the CTI Connector installation package.
4. Enter `chmod a+x install.sh`.
5. Run the `./install.sh` command.
   The installation script is initiated.
6. At the prompt, enter the hostname of the CTI Connector server. For example:

   ```
   Please enter the host name or press enter for "<local_host>" => <local_host>
   ```

7. At the prompt, enter the information that is required for the Configuration Server. For example:

   ```
   Configuration Server hostname =><config_serv>
   Network port =>2020
   User name =>default
   Password =>password
   ```

8. At the prompt, enter the information, if required, for the Client Side Port Definitions. For example:

```
Do you want to use Client Side Port option (y/n)?y
 Client Side Port port =>1234
 Client Side IP Address (optional), the following values can be used
 10.0.0.222
 10.0.0.254
 =>10.0.0.222
```

9. At the prompt, choose the application that you want to install. For example:

```
1 : CTI_Connector_ICM
 2 : CTI_Connector_IVRSC
 =>2
```

10. At the prompt, choose the CTI FrameWork. For example:

```
1: Genesys CTI
 2: Cisco ICM
 =>1
```

11. At the Next prompt, enter the path to the directory where the application files will reside. For example:

```
Press ENTER to confirm /opt/genesys/gvp/VP_CTIC_Connector_8.5 as the destination
 directory or enter a new one =>
 /opt/genesys/gvp/CTI_Connector_IVRSC
```

    A message indicates that the installation files are being extracted and copied to the directory.

    Then, a final message indicates that the installation was completed successfully.

12. Configure the CTI Connector Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

PSTN Connector

Installing the PSTN Connector is similar to installing other GVP 9.0 components. You can accomplish it with the deployment option in Genesys Administrator or by executing the setup.exe on the PSTN Connector host.

JCT-specific Configuration

For JCT boards, the PSTN Connector parameter MediaVoxResourceBoard must be configured with route number information for the different board used for CSP. Please refer to parameter help for more details.

Configuring Dialogic

- Use Dialogic Service update 229

Path to these services updates: `\\inccisss003\PlatformTeam\VCS\Dialogic\SystemReleases\SR 6.0\ServiceUpdate229`

For Dialogic configuration for different TDM protocols, please refer to this document.

Specific Configuration for Windows

The complete path to the Dialogic package for Windows Server is:
`\\inccisss0003\genesys\PlatformTeam\VCS\Dialogic\SystemReleases\SR 6.0\ServiceUpdate239\win2008\vista_red.zip`

You *must* disable Physical Address Extension (PAE) on Windows; otherwise Dialogic may not function properly. Please refer to this Dialogic web page for details.

To disable PAE, run these commands from the command line:

```
C:\bcdedit /set nx OptOut
C:\bcdedit /set pae ForceDisable
```

Then restart the server.

Interworking with SIP-Server

To enable the PSTN Connector to interwork with SIP-Server, configure the PSTN Connector as a Trunk DN with the following parameters:

```
[TServer]contact=<PSTNIPAddr:port>
[TServer]prefix=<xyz>
[TServer]replace-prefix= (Empty String)
```

This configuration specifies that the outbound call lands on the same PSTN Connector instance from where the inbound call is received.

Notes:

- The trunk DN, `[TServer]contact=<`*`same as PSTN Connector contact`*`>`, must exist before PSTN Connector starts.
- In order to find the trunk DN, the SIP-Server application must be attached to the PSTNC application in the connections tab.
- The change in SIP-Server application/Switch is not considered at run time.
- Once the trunk DN is deleted, the prefix value is set to empty value and is not modified until the restart of PSTNC.
- Though SIP-Server application is attached in the connections tab, the options `UserAgentAddr` and `UserAgentPort` should be configured with SIP Server IP address and listening SIP port.

Execute this procedure: Installing and Configuring the PSTN Connector.

Policy Server

Procedure: Installing the Policy Server (Linux)

1. Verify that:
   - Management Framework components (Configuration Server and Genesys Administrator) have been upgraded. See Table: Versions Compatible With GVP.
   - The Policy Server host is prepared for installation. See Preparing the Hosts for GVP.
   - The Policy Server Application object template is imported, and an Application object is created. See Preinstallation Activities.
2. At the Linux host, log in as root and enter `su`.
3. Navigate to the directory that contains the Policy Server installation package.
4. Complete Steps 3 to 13 under the tab **Media Control Platform** in this topic, substituting information for the Policy Server, where necessary.
5. Configure the Policy Server Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

MRCP Proxy

Procedure: Installing the MRCP Proxy (Linux)

1. Verify that:
   - Management Framework components (Configuration Server and Genesys Administrator) have been upgraded. See Table: Versions Compatible With GVP.
   - The MRCP Proxy host is prepared for installation. See Preparing the Hosts for GVP.
   - The MRCP Proxy Application object template is imported, and an Application object is created. See Preinstallation Activities.
2. At the Linux host, log in as root and enter `su`.
3. Navigate to the directory that contains the MRCP Proxy installation package.
4. Complete Steps 3 to 13 under the tab **Media Control Platform** in this topic, substituting information for the MRCP Proxy, where necessary.
5. Configure the MRCP Proxy Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.
6. Complete the prerequisites for the Reporting Server. See "Complete the prerequisites" in the Task Summary: Preparing Your Environment for GVP.
7. Install the Reporting Server. See the tab **Reporting Server** in this topic.

Reporting Server

Procedure: Installing the Reporting Server (Linux)

1. Verify that:
   - Oracle is the only supported database for Linux. In this procedure, when you select the database, you can choose the Standard or Enterprise edition of the database. If you select the Enterprise edition, partitioning of the database is enabled automatically during installation.
   - When database partitioning is enabled, Genesys recommends that you not change the partitioning mode of operation or the number of partitions (even after the Reporting Server is started) because of issues that might arise if the database schema or stored data is changed.
   - Database partitioning is supported in GVP 8.1.2 only. If you are installing GVP 8.1.1 or earlier 8.x versions, the option to select the Enterprise edition is not available.
   - Oracle JRE / OpenJDK is installed. Refer to the Genesys Supported Operating Environment Reference Guide for information on JRE version. See "Complete the prerequisites" in the Task Summary: Preparing Your Environment for GVP.

     > **Tip**
     > JRE 7.0 or later is required if you are using IPv6 communications.

   - The Reporting Server host is prepared for installation. See Preparing the Hosts for GVP.
   - The Reporting Server Application object template is imported, and an Application object is created. See Preinstallation Activities.
2. At the Linux host, log in as root, and then type su.
3. Navigate to the directory that contains the Reporting Server installation package.
4. Complete Steps 3 to 6 under the tab **Media Control Platform** in this topic, substituting information for the Reporting Server, where necessary.
5. At the prompt, choose the application that you want to install. For example:

```
1 : RS-Host
2 : RS_8.5.000.09
3 : RS_8.5.000.19
=>3
```

6. At the prompt, enter the number associated with the database server you want to selec. For example:

```
Please specify the type of Database Server used:
1) Oracle 10g/11g Standard Edition
2) Oracle 10g/11g Enterprise Edition
3) MS SQL Server 2005 or MS SQL Server 2008 Standard Edition
4) MS SQL Server 2008 Enterprise Edition
=>1
```

> **Tip**

- GVP supports only Oracle 10g or 11g Database Servers on Linux.
- Oracle 12c and Oracle 12c RAC database versions are supported for RS. Based on whether you are configuring RS in the partitioned (enterprise) or non-partitioned (standard) mode, "Oracle 10g/11g Enterprise Edition" or "Oracle 10g/11g Standard Edition" could be selected respectively.

7. At the prompt, confirm (or enter) the database host name or IP address. For example:

```
Press ENTER to confirm "10.10.15.152" as the Database Server hostname or IP address or
 enter a new one =>
```

8. At the prompt, press **Enter** to confirm the database-server port number. For example:

```
Press ENTER to confirm "1433" as the Database Server port or enter a new one =>
```

9. At the prompt, confirm or enter the name of the database server. For example:

```
Press ENTER to confirm "RS" as
 the Database name or enter a new one =>
```

10. At the prompt, press Enter to confirm the user name of the database server. For example:

```
Press ENTER to confirm "sa" as the Database Server user name or enter a new one =>
```

11. At the prompt, enter the password. For example:

```
Please specify the Database Server user password => ''password''
```

12. At the prompt, press **Enter** to confirm the Reporting Server port number. For example:

```
Press ENTER to confirm "61616" as the VP Reporting Server port or enter a new one =>
```

13. At the prompt, press Enter to confirm the Web Server port number. For example:

```
Press ENTER to confirm "8080" as the VP Reporting Server Web Service port or enter a new
 one =>
```

14. At the prompt, enter the path to the directory in which the application files will reside. For example:

```
Press ENTER to confirm /opt/genesys/gvp/RS_8.5.000.xx as
 the destination directory or enter a new one =>
 /opt/genesys/gvp/VP_Reporting_Server_8.5.000.xx
```

Tip

Genesys recommends you use /opt/genesys/gvp/ for that the installation directory, where VP_Component_8.5.000.xx is the name and version number of the component that you are installing. A message appears that indicates that the installation files are being extracted and copied to the directory. Then, a final message appears that indicates that the installation was completed successfully.

15. Configure the Reporting Server Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.

MRCP v2 Proxy

Procedure: Installing the MRCP v2 Proxy (Linux)

> **Important**
> MRCP v2 Proxy must be installed using Resource Manager IP from version 9.0.016.61 or later.

1. Verify that:
   - The MRCP v2 Proxy host is prepared for the installation. See Preparing the Hosts for GVP.
   - Use Resource Manager's object template. You must create **mrcpv2pxy** section. See Preinstallation Activities.
2. At the Linux host, log in as root, and then type `su`.
3. Navigate to the directory that contains the MRCP v2 Proxy installation package.
4. Complete Steps 3 to 13 under the tab **Media Control Platform** in this topic, substituting information for the MRCP v2 Proxy, where necessary.
5. Configure the MRCP v2 Proxy Application object to start automatically. See Procedure: Configuring Application Objects to Start Automatically.