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Digital Messaging Server Guide

Deploy Digital Messaging Server

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Deploy Digital Messaging Server

The following steps describe how to deploy Digital Messaging Server (DMS).

Prerequisites

- Genesys components
 - Message Server 8.5.x
 - Chat Server 8.5.x
 - Universal Contact Server 8.5.x
 - Interaction Server 8.5.x
- Third-party components
 - Java 8 Developer's Kit (JDK)

Creating a DMS Application object

Create an Application object for DMS if it does not already exist.

1. Import the DMS Application Template from the CD.
2. Create a new Application object based on the template.
 - a. Open the **Properties** dialog box of the Application object.
 - b. On the **Server Info** tab:
 - i. In the **Host** box, enter the name of the desired host.
 - ii. In the **Port** box, enter the port DMS will use.
3. On the **Start Info** tab, enter some characters in the **Working Directory**, **Command Line**, and **Command Line Arguments** fields. These characters will be overwritten with the correct values during the installation, but they cannot be left blank at this point.
4. On the **Connections** tab, add a connection to **all components mentioned**.
5. If this is for a multi-tenant environment, add the tenant(s) on the **Tenants** tab.
6. Open your Interaction Server Application and add a connection to DMS. Specify the Connection Protocol as either **simple** or **addp**.

Installing DMS

See the [Supported Operating Environment Reference](#) for prerequisites before you install DMS.

Windows

1. Locate and run the **Setup.exe** file for DMS.
2. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
3. Select the checkbox if you want to use the Client Side Port, and then click **Next**.
4. Select the appropriate DMS Application object from the list.
5. Choose a destination for the installation.
6. Select the Java instance to use with DMS, then click **Next**.
7. Specify a log folder, then click **Next**.
8. Click **Install**.

Linux

1. Locate the **install.sh** file for DMS.
2. Use the command `>install.sh` to start the installation script.
3. On request, enter the absolute path for the directory of the Java executable.
4. Press Enter to confirm the host name for the installation.
5. Enter the login information for your Configuration Server:
 - Host
 - Port
 - User
 - Password
6. From the list of applications, select one and enter its number in the list.
7. Press Enter to confirm the suggested destination directory, or choose another one.
8. Answer other questions, if required.

Enabling a TLS connection as a Windows Service (Optional)

Prerequisite: TLS 1.2 or higher

When DMS has Transport Layer Security (TLS) configured, either as a server on its ESP port, or as a client in its connection to Configuration Server, Interaction Server, Message Server, Chat Server, and UCS, follow these steps to enable it as a Windows Service:

1. Select the Windows service related to Digital Messaging Server .
2. Select the **Log On** tab. The default setting is **Log on as local system account**.
3. Select **Log on as this account** and provide the login/password of a local host user.

Enabling proxy server support for DMS (Optional)

1. Edit the appropriate file by adding these Java runtime startup options:
 - If using Genesys Cloud API Driver for Facebook 8.5.300.09 or earlier, or Genesys Cloud API Driver for Twitter 8.5.300.07 or earlier:
 - -DproxySet=true
 - -DproxyHost=<host of proxy server>
 - -DproxyPort=<port of proxy server>
 - If using Genesys Cloud API Driver for Facebook 8.5.300.10 or later, or Genesys Cloud API Driver for Twitter 8.5.300.08 or later:
 - -Dhttp.proxyHost=<host of proxy server>
 - -Dhttp.proxyPort=<port of proxy server>
 - -Dhttps.proxyHost=<host of proxy server>
 - -Dhttps.proxyPort=<port of proxy server>
2. To enable authentication for the proxy server, add these options as well:
 - If using Genesys Cloud API Driver for Facebook 8.5.300.09 or earlier, or Genesys Cloud API Driver for Twitter 8.5.300.07 or earlier:
 - -DproxyUser=<username>
 - -DproxyPassword=<password>
 - If using Genesys Cloud API Driver for Facebook 8.5.300.10 or later, or Genesys Cloud API Driver for Twitter 8.5.300.08 or later:
 - -Dhttp.proxyUser=<username>
 - -Dhttp.proxyPassword=<password>
3. File to edit:
 - Windows: In **JavaServerStarter.ini**, the **[JavaArgs]** section.
 - Unix and related systems: In **dmserver.sh**, the last string, namely "**\$JAVA_EXECUTABLE_PATH/java -classpath \$CLASSPATH \$JVMPARAMS \$MAINCLASS \$***"

Next Steps

- Configure the options as necessary. Refer to the [Digital Messaging Server](#) page in the [eServices Options Reference](#).
- Continue deployment by:
 - Adding a channel, such as [Facebook](#), a [Twitter](#), or a [Custom Media Channel](#).
 - Adding a messaging channel, such as [Apple Business Chat](#), Facebook Messenger, [SMS/MMS](#), or [WhatsApp](#).

Important

If desired, you can upload the DMS installation package to Genesys Administrator Extension for storage purposes or to share the package with other machines in your environment. Refer to the [GAX documentation](#) for additional information.

Uninstalling or upgrading DMS

Uninstalling DMS

Important

- If you have also installed Genesys drivers for DMS (for example, Apple Business Chat), you must uninstall these drivers separately. These drivers are not uninstalled automatically if DMS is uninstalled.
- You cannot uninstall DMS and then install a new instance of DMS at the same location and use the old driver instances. You must also reinstall drivers that you want to use with the new DMS instance, even if the driver versions have not changed.
- You must delete the DMS Application object separately.

Windows

To uninstall using the wizard:

1. Run the **setup.exe** file for DMS that is located on the product CD or in the installation package.
2. Select **Maintenance of existing installation**.
3. Select the DMS instance that you want to remove.
4. Select **Next**. Wait for several seconds until the Genesys Installation Wizard window appears on your

desktop.

5. Select **Remove**.
6. Select **Next**.
7. Select **Yes** to confirm the operation.
8. Choose when to restart your computer.
9. Select **Finish**.

To uninstall using the Control Panel:

1. Open the Control Panel.
2. Select the DMS installation that you want to remove.
3. Select **Uninstall** and then **Next**. Wait for several seconds until the Genesys Installation Wizard window appears on your desktop
4. Select **Remove**.
5. Select **Next**.
6. Select **Yes** to confirm the operation.
7. Choose when to restart your computer.
8. Select **Finish**.

Linux

Delete the DMS files directly by performing the following command: `rm -rf <DMS_FOLDER>`

Upgrading DMS

Important

- If you have also installed Genesys drivers for DMS (for example, Apple Business Chat), you must update these drivers separately. These drivers are not updated automatically when DMS is updated.
- You cannot upgrade DMS and use the old driver instances. You must also reinstall drivers that you want to use with the upgraded DMS instance, even if the driver versions have not changed.
- You must update the DMS Application separately, if needed.

Windows: Upgrading via the wizard

1. Run the **setup.exe** file for DMS that is located on the product CD or in the installation package.
2. Select **Install new instance of the application** and then select **Next**.

3. Enter your Configuration Server parameters.
4. Select **Next**.
5. Select the checkbox if you want to use the Client Side Port, and then select **Next**.
6. Select the DMS application that you want to upgrade and then select **Next**.
7. Select **Browse** and select the folder in which the existing DMS instance is installed, then select **Next**.
8. Select the Java instance to use with DMS, then select **Next**.
9. Specify a log folder, then select **Next**.
10. Select **Install**.

Linux: Upgrading via the install.sh script

1. Run the **./install.sh** file for DMS that is located on the product CD or in the installation package.
2. Specify the path to the Java executable folder.
3. Specify the hostname.
4. Specify the hostname of the Primary Configuration Server.
5. Specify the Primary Configuration Server port, username, and password.
6. Select the DMS application that you want to upgrade.
7. Specify the existing DMS installation path.
8. Select how to handle existing data in the DMS folder. For example, 2 only overwrites those files that are part of the installation package.