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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 8.5.309.17 or higher
 - Universal Contact Server 8.5.300.39 or higher
 - Interaction Server 8.5.300.07 or higher
- Third-party components
 - One of the following Java components:
 - Oracle Java 8 Developer's Kit (JDK)
 - OpenJDK 8
 - OpenJDK 11
 - OpenJDK 17

Important

vcruntime140_1.dll file is required to ensure that DMS starts correctly with OpenJDK 17 on Windows.

- High loaded DMS
 - 16 GB RAM
- For Unix systems: Increase the kernel parameter `/proc/sys/vm/max_map_count` to 131060 to accommodate a higher number of parallel chat sessions,

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. For information on compatibility between DMS and various Genesys drivers, see [Digital Messaging Server and Driver Compatibility](#).

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.

DMS High Availability configuration

Important

- Starting from the DMS version 9.1.003.10, High Availability is supported for WhatsApp and Apple Business Chat channels.
- Starting from the DMS version 9.1.006.09, DMS by default supports High Availability for WhatsApp, and Apple Business Chat channels, and it necessarily requires High Availability configuration.
- Starting from the DMS version 9.1.008.08 and Genesys Driver for SMS and MMS 9.0.003.03, High Availability is supported for SMS messaging with media type SMS Session. This feature requires installation of Workspace Desktop Edition 8.5.153.05.

Digital Messaging Server supports High Availability in *Warm Standby* mode. This section describes how to configure DMS to achieve High Availability (HA) on both Windows and Linux operating systems.

Configuring DMS Application objects

1. On the **Server Info** tab of the Primary DMS application, specify the name of the Backup DMS Server.
2. On the **Server Info** tab of the Primary DMS application, specify *Warm Standby* as the Redundancy Type.
3. On the Interaction Server's **Connections** tab, configure a connection to the Primary DMS.

Setting JVM properties

Important

Starting from DMS version 9.1.006.09, this property is true by default after DMS installation.

Set the following property in the **JavaServerStarter.ini** file (for Windows) or **dmserver.sh** file (for Unix): `-Dgenesys.mcr.stdserverex.flexchatprotocol=true`

Configuring interactions

SQL Scripts

You must run the provided SQL script to interact with Interaction Server's database. You can find the following SQL scripts in the **ha_sql_scripts** folder within the DMS installation folder:

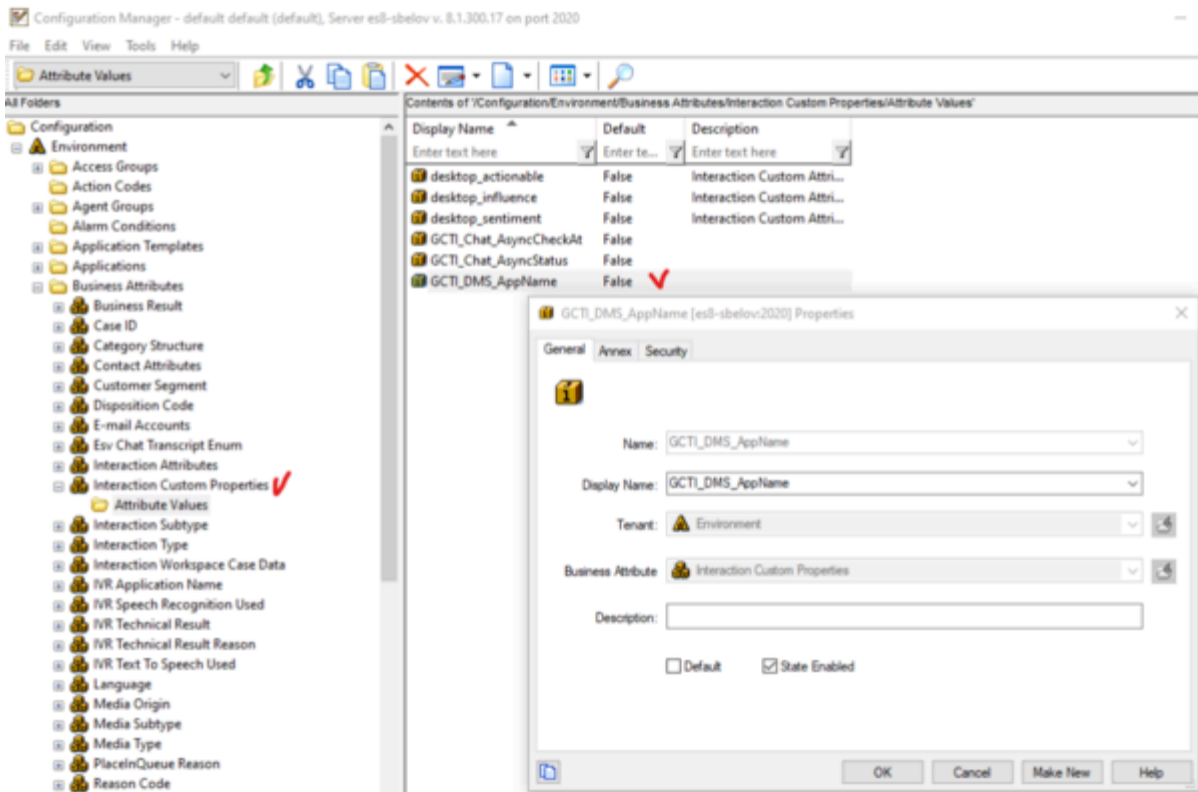
- **ha_support_mssql_nvarchar.sql**
- **ha_support_mssql_varchar.sql**

These scripts are prepared for Microsoft SQL DBMS. You can run one of these scripts based on your environment to create nvarchar or varchar string field types.

Interaction Custom Properties

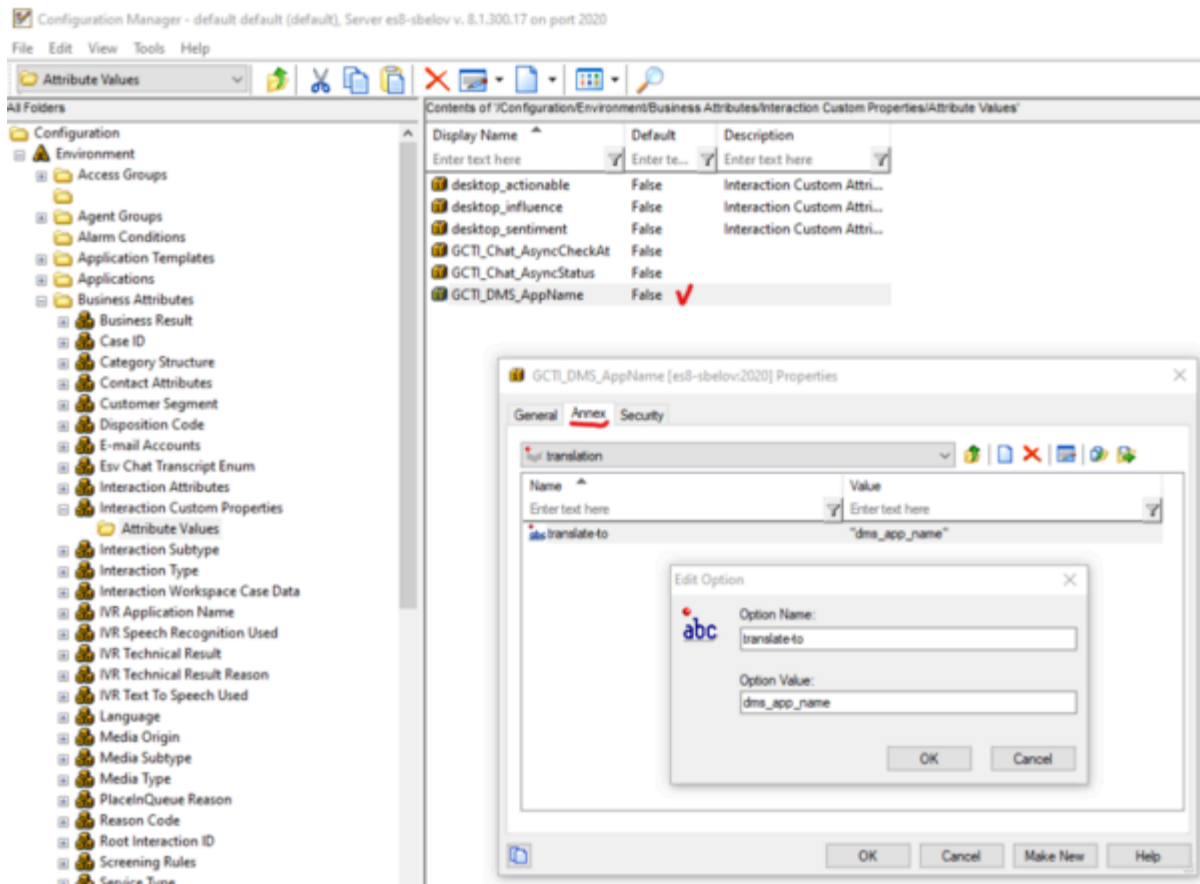
Create and configure **GCTI_DMS_AppName** custom property in the Configuration Server.

1. Create a custom property, **GCTI_DMS_AppName** as shown in the following image:



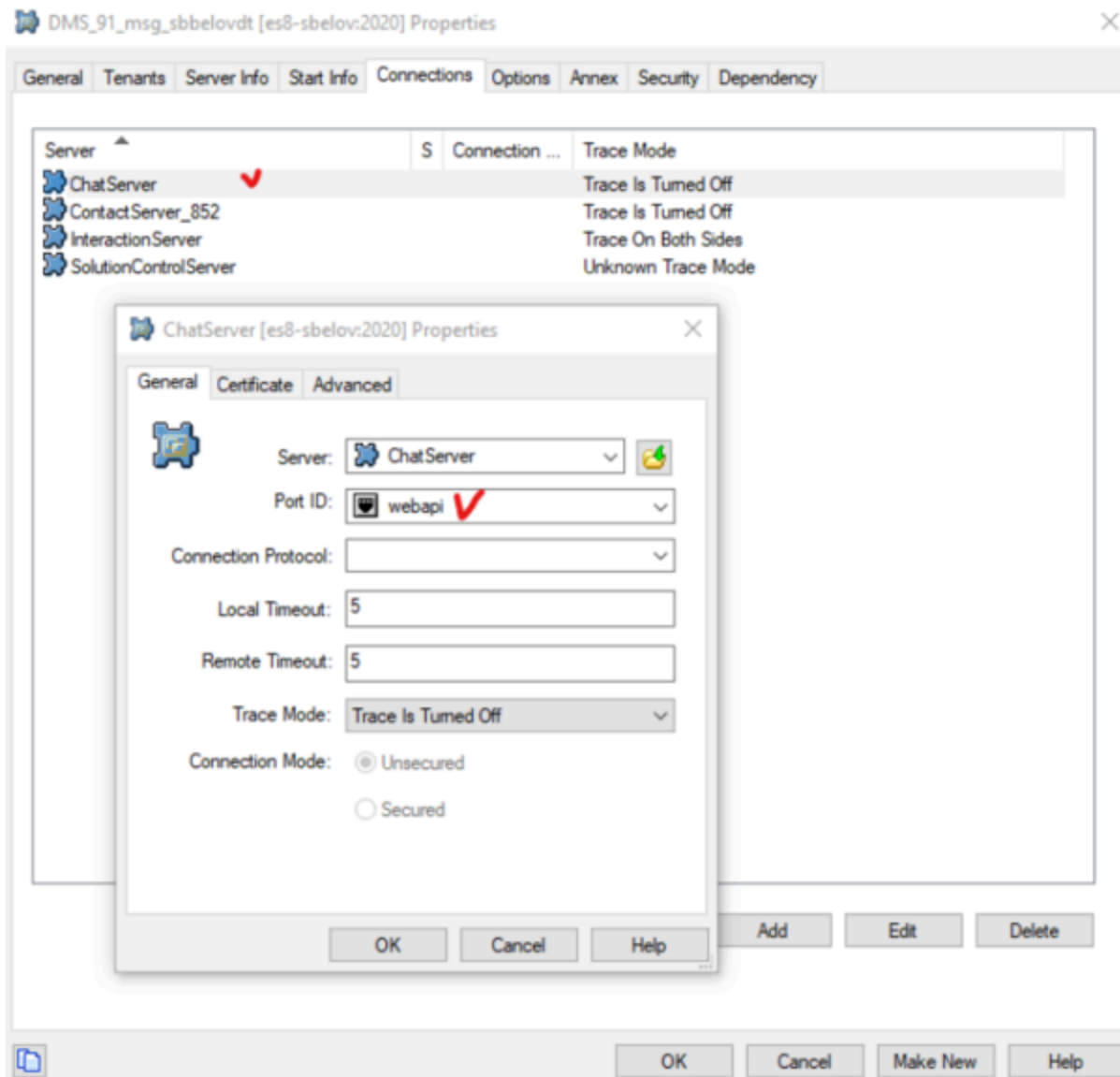
2. For the created custom property in the **translation** section of Annex, specify the value as `dms_app_name` for the **translate-to** option.

Deploy Digital Messaging Server



Chat Server Connections

You can establish connections to multiple primary Chat Servers using the **Connections** tab in DMS. The Chat Servers listed in the **Connections** tab must not use backup support.



Tip

You must configure Chat Server HA using the instructions provided in the [Deploying High-Availability Chat Server](#) guide.

DMS Scalability

For information on configurations related to DMS scalability, see [DMS scalability](#).

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](#), [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.
- If upgrading to the DMS version 9.1.006.09 or later, DMS High Availability configuration is required. For more information, see [DMS High Availability configuration](#).

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.