SIP Cluster Solution Guide

Configuring GVP

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Configuring GVP

Genesys Voice Platform (GVP) provides the media services for contact center interactions.

Install and configure the GVP solution as described in the GVP 8.5 Deployment Guide.

Configuring Resource Managers

1. Create a Gateway Resource group for tenant identification.
2. Deploy Resource Managers as an active-active HA pair following the standard procedure.
3. On the **Connections** tab, add the following connections:
    - **confserv**—Set to the following parameters:
        - Connection Protocol: addp
        - Trace Mode: Trace On Both Sides
        - Local Timeout: 60
        - Remote Timeout: 90
    - **MessageServer**—Set to the following parameters:
        - Connection Protocol: addp
        - Trace Mode: Trace On Both Sides
        - Local Timeout: 7
        - Remote Timeout: 11
    - Add **SIP Proxy** applications to be served by these Resource Managers, using the following connection parameters (usually those SIP Proxy instances are deployed in the same data center with the Resource Managers):
        - logical-resource-section=<GWGroup_NAME>;aor=sip:<SIP-PROXY_A-REC-FQDN>:<SIP-PROXY-PORT>;redundancy-type=active;port-capacity=20000
4. On the **Options** tab, configure the following options in the **[GWGroup_Tenant_<TENANT_ID>]** section:
    - **load-balance-scheme**=`round-robin`
    - **use-cti**=`0`
    - **service-types**=`gateway`
    - **port-usage-type**=`in-and-out`
    - **monitor-method**=`none`

> ## Important
>
> When SIP Cluster is used with GVP deployment, GVP is required to provide media service by using the MCPs deployed in the same Data Center (DC) as the SIP Server that has initiated the request. You must assign a unique geo-location value to each DC. SIP Server will include the custom header "X-Genesys-geo-location" to any INVITE message that requests a new media service.
>
> As a result, with SIP Cluster deployment, you must configure the geo-location parameter for the MCP logical groups (LRG), and provide a list of geo-location values selected for the Data Centers. And this list will be used to configure SIP Cluster and MCP LRGs, accordingly.