# <sup>e</sup>GENESYS<sup>™</sup>

# **Interaction Media Server Appliance**

# **Installation and Configuration Guide**

For Small Interaction Media Server Medium Interaction Media Server Large Interaction Media Server

> Interaction Media Server ™ Interaction SIP Proxy Server ™

> > Version 4.0

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(See <u>Change Log</u> for summary of changes made to this document since GA.)

## Abstract

The Interaction Media Server Appliance is a pre-built Windows Server 2008 R2 server. The server requires more configuration once the server connects to the network. This guide describes the basic installation and configuration process for the Interaction Media Server Appliance. DC-014-4.0-IMSD-02

Interaction Media Server Appliance Installation and Configuration Guide

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# **Customer Interaction Center Platform Statement**

This document may describe features that are not available or licensed in your PureConnect product. Multiple products are based on the Interaction Center Platform, and some features are disabled or unavailable in some products.

Products based on the Customer Interaction Center Platform include:

- Customer Interaction Center<sup>®</sup> (CIC)
- Messaging Interaction Center<sup>™</sup> (MIC<sup>™</sup>)

Since these products share some common features, this document is for use with all PureConnect products, unless stated otherwise on the title page or in the context of the document.

## How do I know if I have a documented feature?

Here are some indications that the documented feature is not currently licensed or available in your version:

- The menu, menu item, or button that accesses the feature appears grayed-out.
- One or more options or fields in a dialog box appear grayed-out or do not appear at all.
- The feature is not selectable from a list of options.

If you have questions about feature availability, contact your vendor regarding the featureset and licenses available in your version of this product.

# Introduction

The Interaction Media Server Appliance is a pre-certified server that supports PureConnect applications out of the box. Interaction Media Server is a required subsystem of CIC. Its main purpose is to handle IP-based audio streams. These audio streams include Voice-Over-IP(VoIP) active call connections, recordings, and the playing of prompts. This guide describes the Interaction Media Server Appliance and the basic installation and configurationprocess.

In this section:

- About the Interaction Media Server Appliance
- Interaction Media Server Appliance contents
- Safety precautions
- About this guide
- For more information

#### **About the Interaction Media Server Appliance**

The Interaction Media Server Appliance is a pre-built Windows Server 2008 R2 server. Genesys pre-installs the Interaction Media Server and Interaction SIP Proxy software on the server. The server requires more configuration once the server connects to the network.

#### **Interaction Media Server Appliance Contents**

Included in the box with the Interaction Media Server Appliance are the followingitems:

- The certified Media Server, including an internal USB flash drive ("InteractionRecovery Module") for restoring the factory image.
- Interaction Media Server Appliance "goody bag" containing the Interaction Media Server Appliance Installation and Configuration Guide (this guide), Factory Image Restoration Procedures technical reference, HP Proliant server Essentials Foundation Pack diskpackage and documentation disk, Quality Assurance Report and Burn In Report.
- Rails for the server rack, along with accompanying documentation.

#### **Safety precautions**

Review the safety precautions included in the HP Proliant Essentials foundation Packfor information about rack mounting considerations, electrical and general safety guidelines, and server setup. For more information about the enclosed HP Proliant Server Essentials Foundation Pack disk package and documentation disk, see the HP ProLiant Servers pageat: <a href="http://hp.com/go/foundation">http://hp.com/go/foundation</a> or at the HP Technical Support site at: <a href="http://http://hp.com/go/foundation">http://htt

#### About this guide

This guide provides the procedures necessary for a successful basic installation and configuration of an Interaction Media Server Appliance, pre-installed components, and stagedfor installation components.

The guide is for partners and implementers who plan to install and configure the appliance. While the Interaction Media Server Appliance simplifies the installation process, it does not eliminate the need for a qualified installer.

#### For more information

For more information about the Interaction Media Server Appliance, and the Media Server in general, see the documents and website pages listed in this section.

#### Interaction Media Server Appliance Hardware Specifications

For information about your server's hardware specifications and hard drive configuration, contact <u>GlobalLogistics@genesys.com</u>.

#### Factory Image Restoration Procedures

For instructions on how to restore the factory image (operating system and any PureConnect software) using an internal USB flash drive ("Interaction Recovery Module"), see the *Factory Image Restoration Procedures Technical Reference*.

The *Factory Image Restoration Procedures Technical Reference* is in the box with the Interaction Media Server Appliance, and is also in the Packaged Hardware Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: <u>https://my.inin.com/support/products/ic40/Documentation/index.htm</u>.

#### **Interaction Media Server Technical Reference**

The Interaction Media Server Appliance Installation and Configuration Guide (this guide) has many references to the Interaction Media Server Technical Reference, the technical reference guide for new installation and configuration of Media Server4.0.

**Note:** The *Interaction Media Server Technical Reference* includes detailed Media Server installation procedures, functional overviews, configuration details, and optional prerequisites and post-installation procedures. It's available in the Packaged Hardware Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: <u>https://my.inin.com/support/products/ic40/Documentation/index.htm</u>, or in theInteraction Media Server Appliance's D:\ININ Documentation directory.

#### Interaction SIP Proxy Installation and Configuration Guide

Interaction SIP Proxy is a program that allows a server to act in a similar fashion as a CIC server in its ability to route SIP calls to a local area network (LAN), awide area network (WAN), or to the Public Switched Telephone Network (PSTN).

Also, Interaction SIP Proxy can host configuration files and firmware for IPtelephones, facilitate locally based call routes, and provide consistent call routing if a network connection or a CIC server interruption occur.

**Note:** The *Interaction SIP Proxy Installation and Configuration Guide* provides installation and upgrade instructions for the Interaction SIP Proxy software, and also describes initial configuration tasks needed for operation. It's available in the Technical Reference Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: <u>https://my.inin.com/support/products/ic40/Documentation/index.htm</u>, or in theInteraction Media Server Appliance's D:\ININ Documentation directory.

#### **Interaction Recorder Remote Content Service**

Interaction Recorder Remote Content Service facilitates the retrieval and storage of both audio and screen recordings in your Customer Interaction Center environment. This capability offloads those actions from the Interaction Recorder Server that resides on the CIC server, thereby granting the CIC server more processing and bandwidth resources for facilitating and handling interactions.

The Interaction Recorder Remote Content Service install is available as a shortcut on the Interaction Media Server Appliance desktop.

For licensing, requirements, and installation and configuration instructions, see the *Interaction Recorder Remote Content Service Installation and Configuration Guide* in the Technical Reference Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: <u>https://my.inin.com/support/products/ic40/Documentation/index.htm</u>, or in theInteraction Media Server Appliance's D:\ININ Documentation directory.

#### **Interaction Session Manager**

Interaction Session Manager is a CIC server subsystem designed to interact with client applications written with IceLib. It provides a layer of business logic, security, and caching that enables commonly shared behavior between client applications. In larger environments, you can install one or more Interaction Session Manager instances on "off-server" computers to off-load CPU and memory utilization that could potentially affect the performance of the CIC server, if run on the same physical computer.

The Interaction Session Manager install is available as a shortcut on the Interaction Media Server Appliance desktop.

For more information about planning, licensing, requirements, and configuration instructions, see the *Session Manager Developer Application Note* in the Technical Reference Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: <u>https://my.inin.com/support/products/ic40/Documentation/index.htm</u>, or in the Interaction Media Server Appliance's D:\ININ Documentation directory.

#### **PureConnect Documentation Library**

The PureConnect Documentation Library merges all help systems and documentation installed on the Interaction Media Server into a single searchable unit. You can view or search the entire documentation set for a document title, topic, term, or keyword. The PureConnect Documentation Library is available at: <a href="https://my.inin.com/support/products/ic40/Documentation/index.htm">https://my.inin.com/support/products/ic40/Documentation/index.htm</a>.

#### **Product Information site**

The Product Information site at: <u>https://my.inin.com/support/products/ic40/Pages/default.aspx</u> is the central location for the latest CIC 4.0 release information, documentation, system software and hardware requirements, telephony platform information, Service Updates, and downloadable tools.

#### PureConnect Testlab site

The PureConnect Testlab site at: <u>http://testlab.inin.com/</u> is a resource for tracking hardware and software components that Genesys recommended, tested, and approved for use with PureConnect products.

# Set up the Interaction Media Server Appliance

After you confirm the Interaction Media Server Appliance contents, review safetyprecautions, and understand where to obtain help and extra resources information, you are ready toset up the Interaction Media Server Appliance.

This section describes how to:

- Perform the preliminary hardware setup
- Complete the Windows server OS installation
- Locate the Interaction Recovery Module
- Add the server to the domain
- View Network Fault Tolerant (NFT) Network Interface Controller Teams
- Install the Interaction Media Server license and the Interaction SIP Proxy Server License

#### **Preliminary hardware setup**

When the Interaction Media Server Appliance arrives, unpack it and connect it to the appropriate Ethernet network.

- 1. Unpack the appliance and install it on a rack with monitor and keyboard access.
- 2. Connect the appliance to the network.
- **3.** Turn on the appliance. The computer runs through a series of installation and system settings applications and then restarts. The **Set Up Windows** wizard opens.

#### **Complete the Windows server OS installation**

This section describes how to run the **Set Up Windows** wizard and perform other tasksto complete the Windows Server 2008 R2 operating system installation.

1. Run the **Set Up Windows** wizard. The system installs applicable devices, applies system settings, and restarts the computer. When the system restarts, the **Set Up Windows** wizard appears.

Set Up Windows	Windows	
1	Windows Server	2008 <mark>R2</mark>
	Standard Country or region: United States	5
	Time and currency: English (United States)	3
	Keyboard layout: 103	-
6	Copyright @ 2009 M	ferosoft Corporation. All rights reserved

- 2. In the **Country or Region, Time and Currency, and Keyboard layout** list boxes, click the appropriate values and then click **Next**.
- (For 100 Series Models only) On the Type your Windows Product Key page, type the Microsoft Windows Server Product Key and then click Next. The Microsoft Software License Terms page appears.



- 4. Review the agreement, select the I accept the license terms check box, and then click Start.
- 5. After Windows finishes the settings and returns a message stating that you must change the user's password before logging on for the first time, click **OK**. The **Administrator** logon window appears.
- 6. Type the **Administrator** password, type it again to confirm the password, and then click the arrow.



- 7. When the **Your password has been changed** message appears, click **OK**. Windows prepares your desktop.
- 8. When the **Hewlett Packard Software License Agreement** window opens, review the agreement and then click **I Agree**.

Note: If you click I Disagree, the Shutdown Server? dialog box appears. Click Yes to shut down the server.

9. The **Initial Configuration Tasks** dialog opens. In this dialog, optionally configure the server. For example, set computer information, install updates, determine how to receive future updates, and customize settings.

#### Locate the Interaction Recovery Module

This Interaction Media Server Appliance includes a factory restore feature using an internal USB flash drive ("Interaction Recovery Module"). This module does not appear under **My Computer** but is visible in the **Disk Management console** as the **ININ\_RECOV** volume.

#### Important!

Do not attempt to mount or modify the contents of the InteractionRecovery Module. Doing so can result in the inability to restore the system to its factory state in the future.

For instructions on how to restore the appliance (operating system and any PureConnect software) to its factory state using the Interaction Recovery Environment software stored on the Interaction Recovery Module, see the *Factory Image Restoration Procedures Technical Reference* included with the Interaction Media Server Appliance.

#### Add the server to the domain

This section describes how to join the Interaction Media Server Appliance to the domain.

- 1. Open the **Start** menu and select **Computer**. The **Computer** dialog box appears.
- 2. Select System properties. The System dialog box appears.

System	urity - System -	Search Control Panel	- 14
Control Panel Home	View basic information abo	ut your computer	(
Device Manager	Windows edition		
Remote settings	Windows Server 2008 R2 S	tandard	_
Advanced system settings	Copyright © 2009 Microsof reserved.	: Corporation. All rights	
	System		
	Processor:	Intel(R) Xeon(R) CPU E7450 @ 2.40G 2.40 GHz	iHz
	Installed memory (RAM):	2.00 GB	
	System type:	64-bit Operating System	
	Pen and Touch:	No Pen or Touch Input is available for this Display	
	Computer name, domain, and w	orkgroup settings	
	Computer name:	MummRa 😗 Change settings	
	Full computer name:	MummRa.DEV2000.com	
	Computer description:		
	Domain:	DEV2000.com	
	Windows activation		
See also	Windows is activated	ask for	بال
Action Center	Product ID: 55041-262-000	19174-84217 Change genuine	25
Windows Update		product key software	
		Learn more online	e

3. In the **Computer name, domain, and workgroup settings** section, click **Change settings**. The System Properties dialog box appears.

System Properties	×
Computer Name Hardwa	are Advanced Remote
Windows uses on the network	s the following information to identify your computer k.
Computer description:	
	For example: "IIS Production Server" or "Accounting Server".
Full computer name:	MummRa.DEV2000.com
Domain:	DEV2000.com
To rename this computer workgroup, click Change	r or change its domain or <u>Change</u> e.
	OK Cancel Apply

4. Click Change. The Computer Name/Domain Changes dialog box appears.

Computer Name/Domain Changes 🛛 🗙
You can change the name and the membership of this computer. Changes might affect access to network resources. <u>More information</u>
Computer name:
ICServer1
Full computer name: ICServer1.DEV2000.com
More
Member of
Domain:
litmus.crs.inin.com
C Workgroup:
OK Cancel

- 5. Type the following information:
  - **Computer name**: Keep the same server name or, if the network administrator requests it, type a new server name.
  - **Member of**: Click **Domain** and then in the box, type the appropriate domain name.
- 6. Click **OK**. The **Windows Security** dialog box appears.



7. In the **User name** and **Password** boxes, type the appropriate credentials and then click **OK**. The system displays a message, welcoming you to the domain.



- 8. Click **OK**. The system displays a message indicating that you must restart the computer to apply the changes.
- 9. Click **OK**. The **System Properties** dialog box appears.
- 10. Click **OK**. The **Microsoft Windows** dialog box displays a message indicating that you must restart the computer to apply the changes.
- 11. Click Restart Now.

## View Network Fault Tolerant (NFT) Network Interface Controller Teams

When a user logs on to Interaction Media Server for the first time, the HP NetworkConfiguration Utility automatically creates a Network Fault Tolerant NIC (Network Interface Controller) team using all available NICs for the particular server. Interaction Media Server teams available NICs to provide redundancy for reliability purposes if a network link fails.

**Note**: A Media Server, or any server that deals with real time audioacross the network, may only use certain forms of adapter teaming. Some vendors may use varying terms for different teaming models, but the basic rule is that the server only supports fault-tolerant configurations.

PureConnect software does not support a teaming method that employs load balancing due to increased jitter incidence in the RTP audio streams that Voice overInternet Protocol (VoIP) solutions use. The stream's assembly becomes less reliable, resulting inpacket loss or latency as the jitter buffer attempts to handle out of sequence packets. The onlyteaming type to use for audio and signaling is a fault toleranttype.

You can view NIC teams in the HP Network Configuration Utility (NCU).

#### To open the HP Network Configuration Utility (NCU):

1. In the notification area, click the double arrows and from the menu that appears, double-click the HP icon.



The HP Network Configuration Utility dialog box appears.



2. Click **OK**. The **HP Network Configuration Utility Properties** dialog box appears.

HP Network Configuration Utility Properties	? ×
Ethemet Devices ISCSI Devices	
HP NICs:	Tania Cala
HP Network Team #1	reaming Setup
[1] HP NC382i DP Multifunction Gigabit Server Adapter #50 Slot 0 Port 1	Team
🚛 [2] HP NC382i DP Multifunction Gigabit Server Adapter #51 Slot 0 Port 2	Dissolve
🚛 [3] HP NC382i DP Multifunction Gigabit Server Adapter #56 Slot 0 Port 3	
🕻 [4] HP NC382i DP Multifunction Gigabit Server Adapter #58 Slot 0 Port 4	VLAN(802.1Q)
	Save
, Make a selection. You may view properties of an item at any time by Double-Clicking on it or Selecting and, then, Clicking Properties.	Properties
Help License Manager Enable UID 🔽 Display Tray Icon	
	OK Cancel

**Note**: The example shows an Interaction Media Server with 4 NICs combined into one NIC team (**HP Network Team #1**).

3. Double-click the team name (for example, HP Network Team #1). The **Team Properties** dialog box appears.

Team Properties				×
Teaming Controls Settings VLAN Information Statistics Team Utilization				
Team Name: HP Network Team #1				
Team Settings				
Team Type Selection:				
Network Fault Tolerance Only (NFT)				
Transmit Load Balancing Method:				
Automatic (Recommended)				
- Toom Member				
Part Name	Ctature	Speed /Duplay		
[1] HP NC382i DP Multifunction Gigabit Server Adapter #50 Slot 0 Port 1	Available	1000/Full		
[2] HP NC382i DP Multifunction Gigabit Server Adapter #51 Slot 0 Port 2 [3] HP NC382i DP Multifunction Gigabit Server Adapter #56 Slot 0 Port 3	Wire Fault Wire Fault	Disconnected Disconnected	1 User	
[4] HP NC382i DP Multifunction Gigabit Server Adapter #58 Slot 0 Port 4	Wire Fault	Disconnected	Freference	
			Enter Manual Mode	
		ОК	Cancel Help	1

4. View the NIC team's properties and modify settings as necessary.

#### **Install Interaction Media Server license**

Interaction Media Server requires the following licenses in the CIC environment:

- Interaction Media Server license. You need one instance of this license for each physical Interaction Media Server. This license is unique and is associated with the host ID of the computer on which Interaction Media Server is installed.
- I3\_LICENSE\_MEDIA\_SERVER\_G.729\_SESSIONS. If you want to use the G.729 codec to reduce bandwidth requirements, you must purchase extra codec licenses as this codec is proprietary and not free for use. Purchase the maximum number of simultaneous codec sessions that each CIC server can negotiate among all the connected Session Initiation Protocol (SIP) devices that might connect to Interaction Media Servers. For example, if you have two Interaction Media Servers that support up to100 simultaneous G.729 sessions, specify this amount in this CIC server license. You can purchase this type of license through the Genesys Online Ordering System and download the license from the Genesys License Management website at: <a href="http://license.inin.com">http://license.inin.com</a>.
- I3\_LICENSE\_MEDIASERVER\_MAX\_MEDIA\_ENGINES. This CIC server license specifies the number of media engines that Interaction Media Server can use for handling communications. Typically, Interaction Media Server uses one CPU thread foreach media engine.

#### Acquire an Interaction Media Server license

The Genesys License Management website at: <u>http://license.inin.com</u> allows you to create a CIC license that contains the license for Interaction Media Servers. If you purchased the appropriate products, Genesys certifies and authorizes you to generate these licenses through the website.

If Genesys didn't certify you to log on to this website, you can contact Genesys through the following email address: <u>licenseissues@genesys.com</u>.

When contacting Genesys through this email address, include your order number and request for a license file.

#### **Apply an Interaction Media Server license**

After you acquire a CIC license that includes Interaction Media Server, apply it to both the Interaction Media Server and the CIC server.

- 1. Load the license on Interaction Media Server:
  - a. Place your CIC license on a local or shared network location.
  - b. Open a web browser and navigate to the address and port number of the Interaction Media Server web interface. The address prompts you to provide a user name and password.

**Note**: See the following example for the format of specifying this address. Your address is likely different. The default HTTP port is 8083 (HTTP for a non-secure connection) or 446 (HTTPS for a secure connection).

#### http://mediaserver1:8083/

c. Log on to the **Media Server** configuration webpage with the administrative user ID and password. The **Status-About** page appears.

NITERACIAN M NITELLIGENCE Status	edia Server	Status Config Logout Help
<b>i</b>	Machine Name	QF-PERSISTENCE
About	Machine Uptime	41d 01h 32m 41s
8	Local IP Address	10.10.80.132
313	License Type	Production
Server Status	Product Version	0.0
£\$\$	File Version	0.0.0.1
Audio Engine		

- d. In the upper right corner, click the **Config** icon. The **Config-Servers** page appears.
- e. On the left side of the page, click the License tab. The Config-License page appears.

THERACTIL M	edia Server		🚺 🔍 🐎 📀
TATELLIGENCE		<u>s</u>	tatus Config Logout Help
Configura	ation		
	License Status:	Valid License	
Servers	Machine ID: Identifier:	51b599ce9452 6a9df9b4-83bc-438a-baaa-20cb1ca07c26	
Parameters	Description: Expires:	Interaction Media Server 4.0 Production License never	
Broperties	Licensed Features:	I3_FEATURE_MEDIASERVER_TYPE_STANDARD	Value:
<b>V</b>		I3_LICENSE_MEDIASERVER_MAX_MEDIA_ENGINE	is 2
Diagnostics	Add License		
Alerts			
Administration			
License			

f. Click the Add License link. The To add a License page appears.

ATTERACTILA M	ledia S	erver
MIELLIGENC		Status Config Logout Help
Configura	ation	
Servers	To add a L	icense:
Parameters	1. Obta 2. Brow 3. Click	n a license for Media Server from Interactive Intelligence or an authorized reseller se to or enter the license file name and path in the 'License File' edit field below 'Submit' to upload the license file to the Media Server and activate the license on the server
	·	Machine ID
Properties	Primary:	51b599ce9452
0,	Alternates:	51b599ce9453
Diagnostics	-	License File: Choose File No file chosen
Alerts	-	Submit Cancel
License	]	

- g. Follow the instructions at the top of the **To add a license** page.
- h. After you load the license, click the **Servers** icon on the left side of the page.
- i. Choose a CIC server to which to connect this Interaction Media Server and then click the **Server** button associated with that server. The **Configuration of Command Server** page appears.
- j. In the Accept sessions list, click Yes and then click Apply Changes.
- k. Repeat the **Accept sessions** configuration for each CIC server with which this Interaction Media Server communicates.
- 2. Load the license onto the CIC server:

- a. Place the license file in a local or network-accessible directory.
- b. Open Interaction Administrator, select File, then choose License Management. The License Management dialog box appears.

itie	Allowed	In Use	<b>^</b>
3_ACCES5_ACD_MEDIA_1	100	0	
3_ACCESS_ACD_MEDIA_2	100	0	
3_ACCESS_ACD_MEDIA_3_PLUS	100	4	
3_ACCESS_CLIENT	100	4	
3_ACCESS_DIALER_ADDON	100	4	
3_ACCESS_DIALER_SUPERVISOR_PLUGIN	100	4	
3_ACCESS_FEEDBACK	100	4	
3_ACCESS_FEEDBACK_SUPERVISOR_PLUGIN	100	0	
3_ACCESS_HISTORICAL_REPORT_SUPERVISOR_PLUGIN	100	4	
3_ACCESS_INTERACTION_CLIENT_OPERATOR_EDITION	100	4	
3_ACCESS_INTERACTION_SCRIPTER_ADDON	100	4	
3_ACCESS_INTERACTION_WEB_PORTAL	100	0	_
3 ACCESS INTEDACTION WER DODIAL CLISTOMEDS	100	0	· ·

- c. Select the **Load License** button. The **Load License** dialog box appears.
- d. Navigate to the license file and then double-click the license file. The included licenses and features load onto the CIC server.
- e. Click **Close**. The Interaction Media Server that you configured to communicate with this CIC server now appears in Interaction Administrator under the **Configuration** > **Media Servers** > **Servers** object.

#### **Install the Interaction SIP Proxy Server License**

Genesys pre-installs the Interaction SIP Proxy Server on the Interaction Media Server hard drive, and its service starts automatically. However, the Interaction SIP Proxy Server remains idle until you activate it with a license file and configure it to manage SIP traffic.

The default port numbers for the SIP Proxy server on this device are 8080 (HTTP for anon- secure connection) and 442 (HTTPs for a secure connection).

#### Load the Interaction SIP Proxy Interface License

After you acquire a CIC license that includes Interaction SIP Proxy, load the license on Interaction SIP Proxy.

- 1. Place the Interaction SIP Proxy license on a local or shared network location.
- 2. Open a web browser and navigate to the address and port number of the Interaction SIPProxy web interface. The address prompts you to supply a user name and password.

**Note**: See the following example for the format of specifying this address. Your address is likely different. The default HTTP port is 8080.

#### http://srs-ms25:8080/

3. Log on to the Interaction SIP Proxy configuration webpage with the CIC administrative user ID and password. The default **User Name** is *admin* and the default **Password** is *1234*. Change these default values as soon as possible.

Note: The exact appearance of the credentials dialog depends on which browser youuse. For example:

	Enter Network Password
Authentication Required	This secure Web Site (at crs-ms30b) requires you to log on.
Enter username and password for "Interaction Center Media Server on 'CRS-M530B' (digest authentication)" at https://crs-ms30b;443 User Name:	Please type the User Name and Password that you use for Interaction Center Media Server on 'CRS-MS30B' (digest authentication).
admin	User Name  admin
Password:	Password
****	Save this password in your password list
Use Password Manager to remember this password.	OK Cancel

- 4. Click **OK**. The Interaction SIP Proxy Server web interface appears.
- 5. In the upper right corner, click the Config icon. The **Config-About** page appears, indicating the system requires a license.



6. Click the Add License link. The To activate a license page appears.

🕒 🕞 🔻 🙋 https://172	10.24 46 / automo /licone				
	.13.24.40/ system/licens	e	👻 😵 Certific	ate Error 🍫 🗙 ២ Bing	Q
2 🧭 Interaction SIP Prox	ý				
Int Int	teractio	n SIP	Proxy	ji 🧕 🖉 📲	
Cento	- all	<u>()</u>		Status Config <u>System</u> Logo	ut Help
System					
IC Integration	To activate a l 1. Select a MA 2. Obtain the 3. Browse or 4. Click 'Subm	license: AC address from license file from enter the license hit' to upload the	the table below, which sha <u>Interactive Intelligence</u> or a file name into the box belo clicense file to this SIP Prox	ll be associated with the license. n authorized reseller. w. y server.	
	MAC address		IP address	Name	
License	000e7b5de98d	d	172.19.24.46	Local Area Connection 2	
Diagnostics       Image: state st	Version: Type: Company: Server: Licenses:	Interaction SIP Production - pe Interactive Inte bobrtestnb Load Balancing Registrations Media Ports	Proxy 4.0 rrmanent Illigence 2500 5		
	Upload and a	ctivate new lice	ense file:		
				Browse Su	ıbmit

- 7. Follow the instructions at the top of the **To add a license** page.
- 8. Follow the directions on the License page to activate its use.
- 9. Click **Submit**.

For more information about documentation and licensing the Interaction SIP Proxy Server, see the Product Information site at: <u>https://my.inin.com/support/products/sipproxy40/Pages/default.aspx</u>, or click the Help icon in the Interaction SIP Proxy web interface.

#### **Disable the Interaction SIP Proxy Interface**

If you do not intend to use the SIP Proxy service, you can disable it from the Services dialog.

#### To disable the Interaction SIP Proxy Interface:

1. Click Start > Administrative Tools > Component Services. The Component Services window appears.

Component Services								_ 🗆 ×
🙇 File Action View Wine	dow Help							_ 8 ×
🗢 🏟 🖄 📰 🔯								
Console Root	🔅 Services (Local)							Actions
🗄 🛃 Event Viewer (Local)	Select an item to view its description	Name 🔺	Description	Status	Startup Type	Lon On As		Services (Local) 🔺
主 🎑 Services (Local)	Select an item to view its description.	HP Insight Storage	HP Insight	Started	Automatic	Local System		More Actions
		HP ProLiant Health	Monitor th	Started	Automatic	Local System		
		HP ProLiant Remot	Provides s	Started	Automatic	Local System		
		HP ProLiant System	Shuts dow	Started	Automatic	Local System		
		🖾 HP Smart Array SA	The HP Sm	Started	Automatic	Local System		
		🖾 HP System Manage	The HP Sys	Started	Automatic	Local System		
		HP Version Control	Collects da	Started	Automatic	Local System		
		🔅 Human Interface D	Enables ge		Manual	Local System		
		🎑 IC Session Manage		Starting	Automatic	.\Debra		
		🎑 IKE and AuthIP IPs	The IKEEX		Manual	Local System		
		🎑 ININ Media Server		Started	Automatic	Local System		
		🎑 ININ Tracing Initiali	ININ Tracin	Started	Automatic	Local System		
		🎑 ININ Windows Serv		Started	Automatic	Local System		
		🎑 Interaction SIP Proxy	Interaction	Started	Automatic	Local System		
		🎑 Interactive Service	Enables us		Manual	Local System		
		🖏 Internet Connectio	Provides n		Disabled	Local System		
		🎑 IP Helper	Provides tu	Started	Automatic	Local System		
		🔍 IPsec Policy Agent	Internet Pr		Manual	Network S		
		KtmRm for Distribut	Coordinate		Manual	Network S	-	
	Extended Standard		~ ·			1. 1.6 1	1000	
I]								

2. Click the Services (Local) node and in the Services (Local) list, double-click Interaction SIP Proxy. The Interaction SIP Proxy Properties dialog box appears.

Service name:	Interaction SIP Proxy
Display name:	Interaction SIP Proxy
Description:	Interaction SIP Proxy Service
Path to executal "D:\Interactive I	' ble: ntelligence\Interaction SIP Proxy∖ininSipProxyU.exe''
Startup type:	Automatic
<u>Help me confiqu</u>	re service startup options.
Service status:	Started
Start	Stop Pause Resume
You can specify	the start parameters that apply when you start the service
from here.	

3. In the **Startup type** list box, click **Disabled**.

Log Un	Recovery   Dependencies
Service name:	Interaction SIP Proxy
Display name:	Interaction SIP Proxy
Description:	Interaction SIP Proxy Service
Path to executat "D:\Interactive I	
Startup type:	Disabled
<u>Help me configu</u>	re service startup options.
Service status:	Started
Service status.	f ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) ( ) (
Start	Stop Pause Resume

4. Click **OK**. The Interaction SIP Proxy is unavailable until you change the **Startup type** to **Automatic**.

# **Optional Post-Installation Configuration**

The Interaction Media Server Appliance at the customer site may also include one ormore optional servers/services. Most require additional licenses and customization.

After you set up the Interaction Media Server Appliance, you can optionally install other applications and tools.

This section describes how to:

- Save an As-Configured System State
- Enable Integrated Lights-Out 3
- Install Interaction Recorder Remote Content Service
- Install Interaction Session Manager

#### Save an As-Configured System State

This feature allows you to save the current system state for restoration at a future date (if necessary). You can save all configuration changes made to the server during setup, and thus restore the previously-configured system state if the server needs to be restored after a server component failure (for example, hard drive failure). To use this feature, Genesys recommends that you do so soon after a good working configuration is in place. For more information, see the *Factory Image Restoration Procedures Technical Reference*.

The *Factory Image Restoration Procedures Technical Reference* is in the box with the Interaction Media Server Appliance, and is also in the Packaged Hardware Documents section of the PureConnect Documentation Library.

For the latest version, see the PureConnect Documentation Library at: <a href="https://my.inin.com/support/products/ic40/Documentation/index.htm">https://my.inin.com/support/products/ic40/Documentation/index.htm</a>.

#### Enable Integrated Lights-Out 3 (iLO 3)

Integrated Lights-Out 3 (iLO 3) provides remote administrative access for servermanagement. If you need advanced feature set information regarding this program, or have questions about enabling it on the server, contact your sales rep for licensing information.

#### **Install Interaction Recorder Remote Content Service**

The Interaction Recorder Remote Content Service install is available as a shortcut on the Interaction Media Server Appliance desktop.

This section contains Interaction Recorder Remote Content Service installation procedures. For prerequisites, requirements, licensing, configuration, and other procedures, see the *Interaction Recorder Remote Content Service Installation and Configuration Guide* in the Technical Reference Documents section of the PureConnect Documentation Library. The PureConnect Documentation Library is at:

<u>https://my.inin.com/support/products/ic40/Documentation/index.htm</u>, or in the Interaction Media Server Appliance's D:\ININ Documentation directory.

#### To install Interaction Recorder Remote Content Service:

 On the Interaction Media Server desktop, double-click the Click to Install Interaction Recorder Remote Content Service icon. The Welcome to the Interaction Recorder Remote Content Service Setup wizard for IC 4.0 appears.



2. Click Next. The Custom Setup page appears.

뤻 Interaction Recorder Remote Content Service Setup				
<b>Custom Setup</b> Select the way you want features to be installed.	·			
Click the icons in the tree below to change the way features will be installed.				
IR Remote Content Service Feature	Establishes a remote subsystem that connects to a server and handles retrieval compression and encryption for recording files. This feature requires 89MB on your hard drive.			
Location: D:\Interactive Intelligence\				
Reset Disk Usage Back Disk Usage	Next Cancel			

- 3. If applicable, specify the way you want to install features:
  - To access custom installation features, click the IR Remote Content Service Feature
  - icon.
  - To reset your **Custom Setup** selections to the default level, click **Reset**.
  - To ensure that the hard disk drive has enough free space to install the software, click **Disk Usage** and, in the resulting dialog box, verify that you have at least 350 megabytes of free space.
  - To choose a different installation location, click **Browse** and select a different directory.

**Note**: By default, the PureConnect QoS driver installs silently and adds the certificate to the Trusted Publishers list. If your site has reasons to modify this default behavior, see KB article Q131006915300479 and follow the instructions provided to modify the QoS properties and run the install using Group Policy or othermethods.

4. Click Next. The IR Remote Content Service Connection page appears.

🚏 Interaction Recorder Remote Co	ontent Service Setup	_ 🗆 🗙
IR Remote Content Service C Configure the parameters needed to	•	
Please specify the maximum number connection to the IC Server will be e	of connections as well as the port to which a stablished.	
Maximum Connections: (Maximum: 16)	1	
Remote Host Port:	8106	
	Back Next	Cancel

- 5. In the **Maximum Connections** box, type a number that corresponds to the number of simultaneous recording playback connections that can be made to Interaction Recorder Remote Content Service. Valid values range from 0 (zero) to 16.
- 6. In the **Remote Host Port** box, type the port number on this server for Interaction Recorder Remote Content Service to use for communications to Interaction Recorder, Interaction Recorder Client, and Interaction Media Server.

**Note**: Ensure that the port number is not in use by any other service or application. This also applies to the CIC server and Interaction Media Server.

7. Click Next. The Please specify the IC servers page appears.

🖶 Interaction Recorder Remote Content Service Setup
Please specify the IC Servers     Image: Please specify the IC Servers
Please list all IC Servers that will be used with this service. An IP address or the server name is appropriate.
Server Selection Add Remove
Back Next Cancel

8. In the **Server Selection** box, type the fully qualified domain name of the CIC server to communicate with Interaction Recorder Remote Content Service and then click **Add**.

**Note**: If you have a fallback CIC server, type it in the **Server Selection** box. If you add an erroneous entry, select that entry and then click **Remove**.

- 9. If necessary, repeat the previous step for any additional CIC servers that you want to connect with this Interaction Recorder Remote Content Service server.
- 10. Click Next. The Domain User Validation page appears.

🙀 Interaction Recorder Remote	Content Service Setup
Domain User Validation	
Enter the user name, password -	and domain name.
Please enter the credentials for system. This account will registe account specified.	a user account with administrative privileges on this r components and services to run in the context of
User:	
Password:	
Domain:	
	Back Next Cancel

11. In the **Password** box, type the password of the currently logged in user.

**Note**: The user account that you used to log on to this server computer must be amember of the **Administrators** group and must be able to access the shared network resources of the Interaction Media Server.

12. Click Next. The IC Server Name page appears.

🚏 Interaction Recorder Remote	Content Service Setup	_ 🗆 🗙
Interaction Center Server an Enter the server name.	nd Credentials	
IC Server: 123.123.	.123.123	
Use IC Credentials To Log Use IC credentials to establist already exist. Use this option another Domain and a Trust F	in To IC Server. h a connection to the IC server. The Account mus h in an environment where the IC Server is in Relationship does not exist.	t
User:		
Password:		
	Back Next C	ancel

- 13. In the **IC Server Name** box, type the fully qualified domain name for the main CIC server and then click **Next**. This step creates the necessary security certificates to which the systems can communicate.
- 14. If the CIC server resides in a different domain than the computer on which you are installing Interaction Recorder Remote Content Service, select the **Use ICCredentials To Login To IC Server** check box.
- 15. In the User and Password textboxes, supply the credentials of a defined CIC server administrator.
- 16. Click Next. The Ready to install Interaction Recorder Remote Content Service page appears.

🖶 Interaction Recorder Remote Content Service Setup	_ 🗆 🗙
Ready to install Interaction Recorder Remote Content Service	
Click Install to begin the installation. Click Back to review or change any of your installation settings. Click Cancel to exit the wizard.	
Back 🛞 Install	Cancel

17. Click Install. The Installing Interaction Recorder Remote Content Service page appears. It displays a Status bar and messages during the installation.

🖟 Interaction Recorder Remote Content Service Setup	×
Installing Interaction Recorder Remote Content Service	<b>_</b>
Please wait while the Setup Wizard installs Interaction Recorder Remote Content Service.	
Status: Starting services	
Back Next Cancel	]

18. When the installation is complete, click **Finish**.



#### **Install Interaction Session Manager**

Interaction Session Manager is a CIC server subsystem designed to interact with client applications written with IceLib. It provides a layer of business logic, security, andcaching that enables commonly shared behavior between client applications.

The Interaction Session Manager install is available as a shortcut on the Interaction Media Server Appliance desktop.

This section contains Interaction Session Manager installation procedures. For more information aboutplanning, licensing, requirements, and configuration instructions, see the *Session Manager Developer Application Note* in the Technical Reference Documents section of the PureConnect Documentation Library.

The PureConnect Documentation Library is at: <u>https://my.inin.com/support/products/ic40/Documentation/index.htm</u>, or in theInteraction Media Server Appliance's D:\ININ Documentation directory.

#### To install Interaction Session Manager:

1. On the Interaction Media Server desktop, double-click the Click to Install Interaction Session Manager icon. The Welcome to the Interaction Recorder Remote Content Service Setup Wizard for IC 4.0 page appears.



2. Click Next. The Session Manager Setup/Custom Setup page appears.

뤻 IC Session Manager Setup				
<b>Custom Setup</b> Select the way you want features to be installed.	- <b>*</b> -			
Click the icons in the tree below to change the way features will be installed.				
Interaction Session Manager	Installs the Interaction Session Manager.			
	This feature requires 284MB on your hard drive.			
Location: D:\I3\IC\				
Reset Disk Usage Back Disk Usage	Next Cancel			

3. Click Next. The Domain User Validation page appears.

Interaction Media Server Appliance Installation and Configuration Guide

F IC Session Manager Setup	
Domain User Validation Enter the user name, password	and domain name.
Please enter the credentials for system. This account will registe account specified.	a user account with administrative privileges on this er components and services to run in the context of
User:	
Password:	******
Domain:	
	Back Next Cancel

4. Type the user name, password, and domain that you want to associate with this instance of Session Manager.

**Note:** The system uses the information to connect to the CIC server and as the account under which the local service process runs. This account must be a CIC account that is bound to a Windows NT domain account. The Windows NT user must have local administrator rights for the serveron which you are installing Session Manager.

5. Click Next. The **CIC and Credentials** page appears.

🐺 IC Session Manager Setup	_ 🗆 X
Interaction Center Server and Credentials Enter the server name.	<b>*</b>
IC Server:	
Use IC Credentials To Login To IC Server. Use IC credentials to establish a connection to the IC server. The Account must already exist. Use this option in an environment where the IC Server is in another Domain and a Trust Relationship does not exist.	
User:	
Password:	
Back Next Can	cel

**Note:** If the installation is using WAN-switchover, the CIC server Name specified must be the particular CIC server of the WAN-switchover pair to which this off-server Session Manager instance is to stay connected.

6. Type the name of the active CIC server, type the CIC credentials (if preferred), and then click **Next**. The **Ready to install IC Session Manager** page appears.

d IC Session Manager Setup	
Ready to install IC Session Manager	
Click Install to begin the installation. Click Back to review or change any of your installation settings. Click Cancel to exit the wizard.	
Back 🛞 Install	Cancel

7. Click **Install**. The **Installing IC Session Manager** page appears. It displays a **Status** bar and messages during the installation.

📴 IC Session Manager Setup	
Installing IC Session Manager	
Please wait while the Setup Wizard installs IC Session Manager.	
Status: Creating Interactive Intelligence Certificates	
Back. Next	Cancel

8. When the installation is complete, click **Finish**.

Interaction Media Server Appliance Installation and Configuration Guide



The installation program:

- Copied the Session Manager files to the destination directory.
- Created certificates to connect with the CIC server.

**Note**: Be sure to trust the certificate.

- Created services to run Session Manager ('IC Session Manager Service' and 'I3Windows Service Monitor').
- Started the services.

# Change Log

Change	Date
• Updated changes to and the location of the <i>Factory Image Restoration</i> <i>Procedures technical reference</i> . It is available in the box and in the Packaged Hardware Documents section of the PureConnect Documentation Library.	March 29, 2012
• Updated the location of the <i>Interaction Media Server Technical</i> <i>Reference</i> is available in the Packaged Hardware Documents section of the PureConnect Documentation Library.	
<ul> <li>Interaction Media Server and Interaction SIP Proxy are now pre- installed on the Interaction Media Server Appliance. Included information on how to access the Installation and Configuration Guides for each, and procedures to install licenses for both applications.</li> </ul>	
<ul> <li>Added information on Network Fault Tolerant (NFT) Network Interface Controller Teams and how to view these NIC teams in the HP Network Configuration Utility (NCU).</li> </ul>	
<ul> <li>Interaction Recorder Remote Content Service and Interaction Session Manager are optional post-installation applications, with shortcuts on the desktop. Included information on installing these features, as well as the location of installation and configuration guides for both applications.</li> </ul>	
In "Apply an Interaction Media Server license," changed the HTTPS port number for media server to 446.	March 15, 2013
Updated document part number.	July 17, 2014
Rebranded to Genesys.	May 3, 2018

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