Interaction Media Server Appliance

Installation and Configuration Guide

Audiocodes Mediant 800 based Media Server

HP ProLiant Gen8 Medium Interaction Media Server

HP ProLiant Gen8 Large Interaction Media Server

Interaction Media Server ™ 4.0
Interaction SIP Proxy Server ™ 4.0

Last updated May 4, 2018
(See Change Log 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-03

Table of Contents

Introduction 4
About the Interaction Media Server appliance 4
Interaction Media Server appliance contents 4
Safety precautions (Medium and Large Interaction Media Servers only) 4
About this guide 4
For more information 5
Interaction Media Server appliance hardware specifications 5
Factory Image Restoration Procedures (Medium and Large Interaction Media Servers only) 5
Interaction Media Server Technical Reference 5
Interaction SIP Proxy Technical Reference 5
Interaction Recorder Remote Content Service (not available on all models) 6
Interaction Session Manager (not available on all models) 6
PureConnect Documentation Library 6
Product Information site 7
PureConnect Testlab site 7
Set up the Interaction Media Server appliance 7
Preliminary hardware setup 7
Complete the Windows Server installation 7
Interaction Recovery Module (Medium and Large Interaction Media Servers only) 9
Add the server to the domain 9
View Network Fault Tolerant (NFT) network interface controller teams 12
Interaction Media Server licenses 14
I3_FEATURE_MEDIASERVER_TYPE_STANDARD 14
I3_LICENSE_MEDIASERVER_MAX_MEDIA_ENGINES 14
Media sessions 14
Basic sessions 14
Conference sessions 15
Fax sessions 15
I3_LICENSE_MEDIA_SERVER_G.729_SESSIONS 15
Acquire an Interaction Media Server license 15

Apply an Interaction Media Server license 15
Apply the Interaction SIP Proxy license 18
Disable Interaction SIP Proxy 19
Optional post-installation configuration 21
Save an as-configured system state 21
Enable Integrated Lights-Out 4 (iLO 4) (Medium and Large Interaction Media Servers only) 22
Install Interaction Recorder Remote Content Service 22
Install Interaction Session Manager 27
Change log 32
Copyright and Trademark Information 33

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 configuration process.

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. The Interaction Media Server and Interaction SIP Proxy software are pre-installed on the server, and additional configuration is required once the server is connected to the network.

Interaction Media Server appliance contents

Included in the box with the Interaction Media Server appliance are the following items:

- ***Medium and Large Interaction Media Servers only*:** The certified Media Server, including an internal USB flash drive ("Interaction Recovery Module") for restoring the factory image.
- ***Medium and Large Interaction Media Servers only*:** *Factory Image Restoration Procedures Technical Reference*, HP Proliant server documentation/documentation disk, HP iLO Advanced License (1-yr),
- Interaction Media Server appliance "goody bag" containing *Interaction Media Server Appliance*
- *Installation and Configuration Guide* (this guide), Quality Assurance Report, and Burn In Report.
- Rails for the server rack, along with accompanying documentation.

Safety precautions (Medium and Large Interaction Media Servers only)

Please review the safety precautions included in the HP documentation for information about rack mounting considerations, electrical and general safety guidelines, and server setup. You can find more information on the enclosed HP Proliant documentation disk, on the HP ProLiant Servers page at http://hp.com/go/foundation or at the HP Technical Support site at: http://www.hp.com/cgi- bin/hpsupport/index.pl.

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 staged-for-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 Interaction 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 GlobalLogistics@genesys.com.

Factory Image Restoration Procedures (Medium and Large Interaction Media Servers only)

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

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.

See the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm for the latest version.

Interaction Media Server Technical Reference

Interaction Media Server Appliance Installation and Configuration Guide (this guide) makes many references to Interaction Media Server Technical Reference, the guide for new installation and configuration of Media Server 4.0.

> **Note:** The *Interaction Media Server Technical Reference* includes detailed Media Server installation procedures, functional overviews, configuration details, and optional prerequisites and post-installation procedures.

The *Interaction Media Server Technical Reference* is available in the Technical Reference Documents section of the PureConnect Documentation Library. See the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm for the latest version. This document is also in the Interaction Media Server Appliance's D:\ININ Documentation directory.

Interaction SIP Proxy Technical Reference

Interaction SIP Proxy is a program that enables 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), a wide area network (WAN), or to the Public Switched Telephone Network (PSTN).

Also, Interaction SIP Proxy can host configuration files and firmware for IP telephones, 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 Technical Reference* provides installation and upgrade instructions for the Interaction SIP Proxy software, and also describes initial configuration tasks needed for operation.

The *Interaction SIP Proxy Technical Reference* is available in the Packaged Hardware Documents section of the PureConnect Documentation Library. See the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm for the latest version. This document is also in the Interaction Media Server appliance's `D:\ININ Documentation` directory.

Interaction Recorder Remote Content Service (not available on all models)

Interaction Recorder Remote Content Service facilitates the retrieval and storage of both audio and screen recordings in your CIC 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 (not available on all models).

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.

See the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm for the latest version. This document is also in the Interaction Media Server appliance's `D:\ININ Documentation` directory.

Interaction Session Manager (not available on all models)

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, one or more Interaction Session Manager instances can be installed on "off-server" machines 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 (not available on all models).

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

See the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm for the latest version. This document is also 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. See the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm.

Product Information site

The Product Information site at https://my.inin.com/support/products/ic40/Pages/default.aspx 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: http://testlab.inin.com/ 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 safety precautions, and understand where to obtain help and more resources information, you are ready to set 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
- Retrieve the required Interaction Media Server licenses
- Apply 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 machine runs through a series of installation and system settings applications and then reboots. The **Set Up Windows** wizard appears.

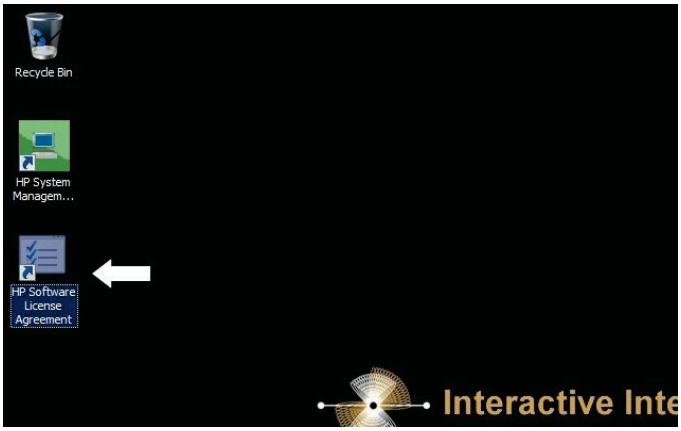
Complete the Windows Server installation

This section describes how to run the **Set Up Windows** wizard and perform other tasks to 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** page appears.

2. In the **Country or Region**, **Time and Currency**, and **Keyboard layout** list boxes, click the appropriate values and then click **Next**. The **Microsoft Software License Terms** page appears.
3. Review the agreement, select the **I accept the license terms** check box, and then click **Start**.
4. 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** login page.

5. Type the **Administrator** password, type it again to confirm the password, and then click the arrow.
6. When the **Your password has been changed** message appears, click **OK**. Windows prepares your desktop.
7. Minimize the **Initial Configuration Tasks** page and then double-click the **HP Software License Agreement** icon on the Desktop.



8. *Medium and Large Interaction Media Servers only*: When the Hewlett Packard Software License Agreement window appears, 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. Maximize the **Initial Configuration Tasks** page to configure the server. For example, you can set computer information, install updates, determine how to receive future updates, and customize settings.

Interaction Recovery Module *(Medium and Large Interaction Media Servers only)*

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.

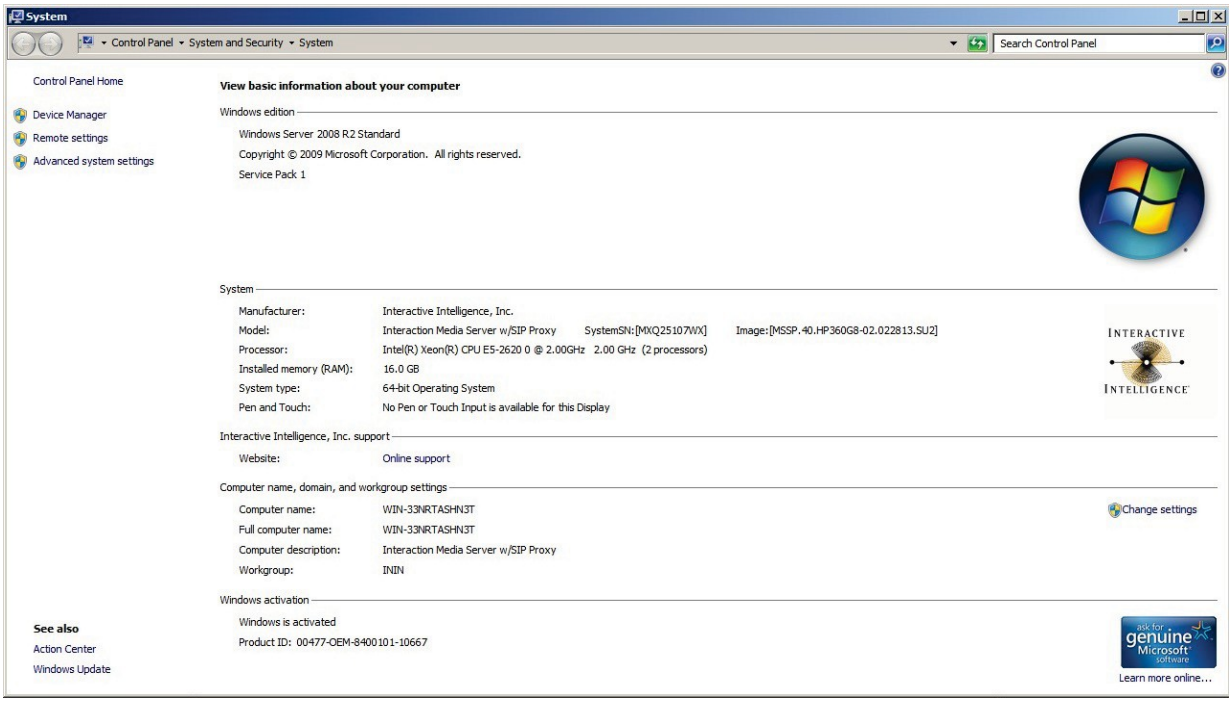
> **Important!**
> Do not attempt to mount or modify the contents of the Interaction Recovery Module. Doing so can result in the inability to restore the system to its factory state in the future.

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.

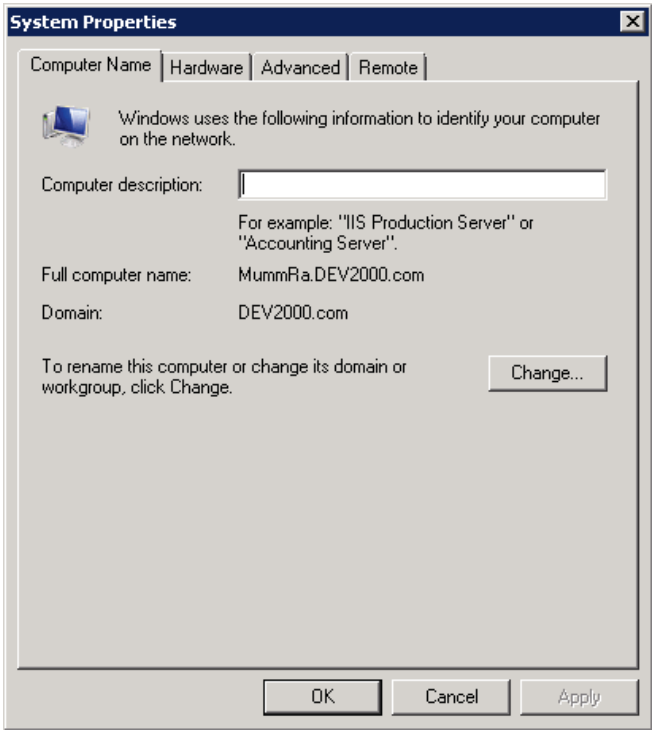
Add the server to the domain

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

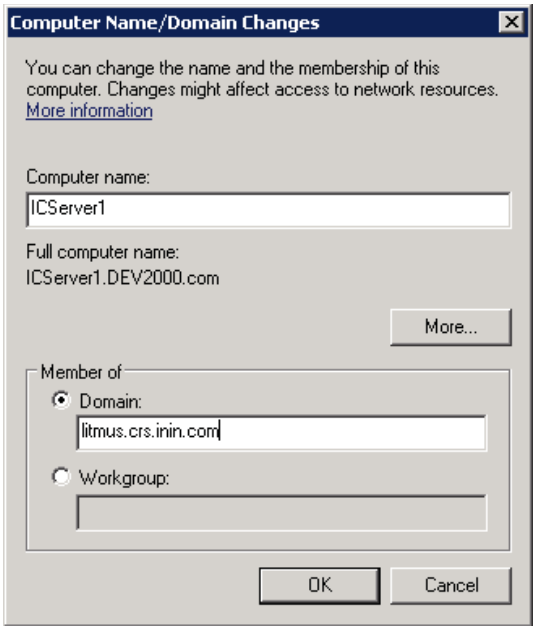
1. Open the **Start** menu and then click **Computer**. The **Computer** window appears.
2. Click **System properties**. The **System** window appears.



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



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

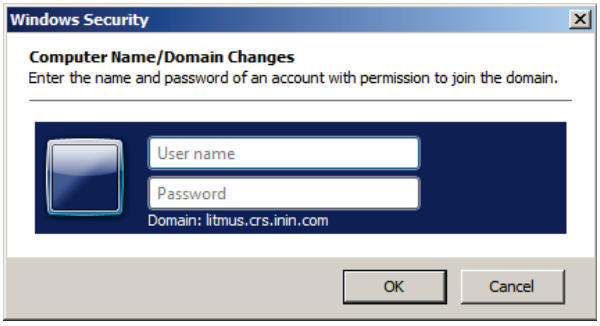


5. Type the following information:

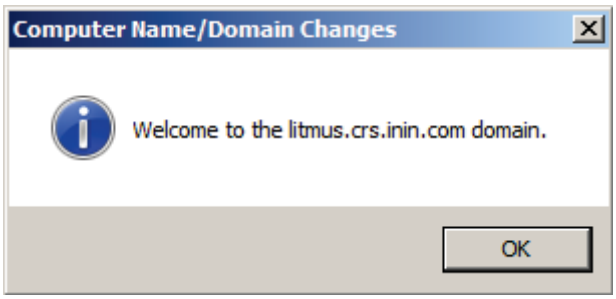
   Computer name: Keep the same server name or, if requested by the network administrator, type a new server name.

   Member of: Select **Domain** and 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 appears, and 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 onto Interaction Media Server for the first time, the HP Network Configuration 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.

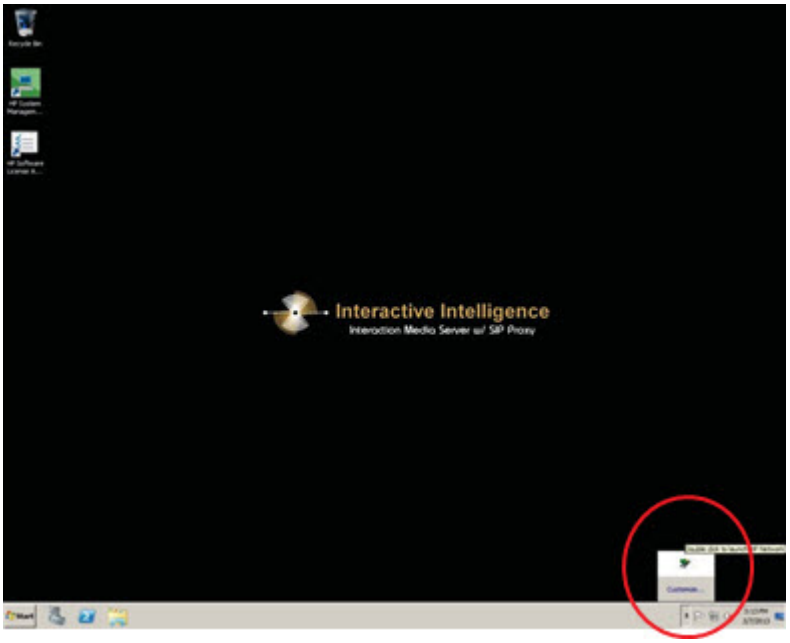
Note: A Media Server, or any server that deals with real time audio across the network, may only use certain forms of adapter teaming. Some vendors may use varying terms for different teaming models, but the basic rule is that only fault-tolerant configurations are supported.

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

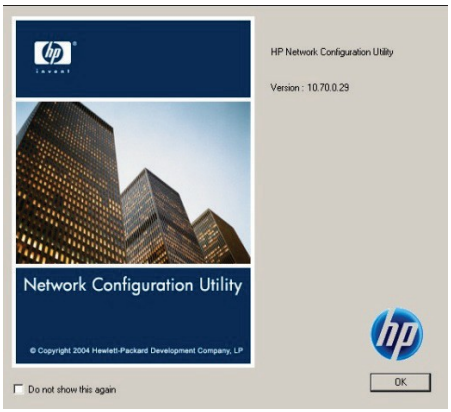
You can view NIC teams in the HP Network Configuration Utility (NCU).

To open the HP Network Configuration Utility (NCU):

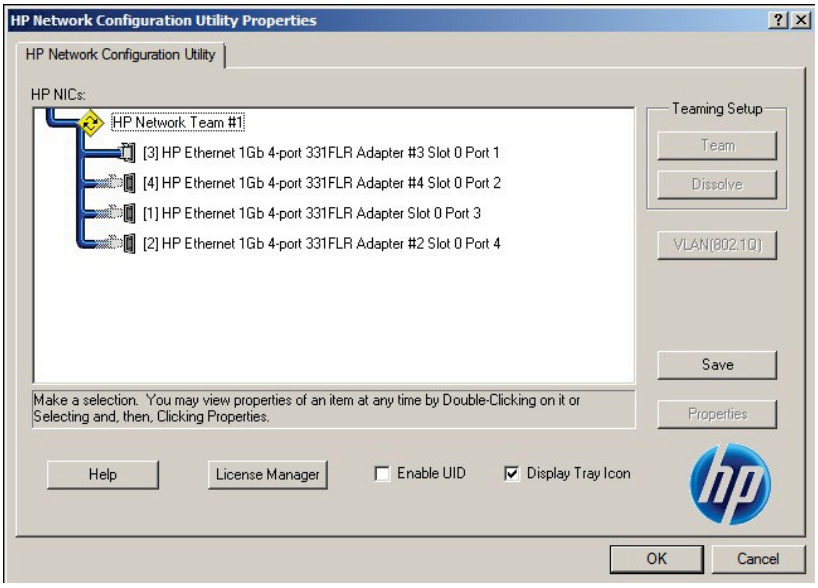
1. In the notification area, click the double arrows and from the menu that appears, double-click the HP icon.



The **HP Network Configuration Utility** dialog box appears:

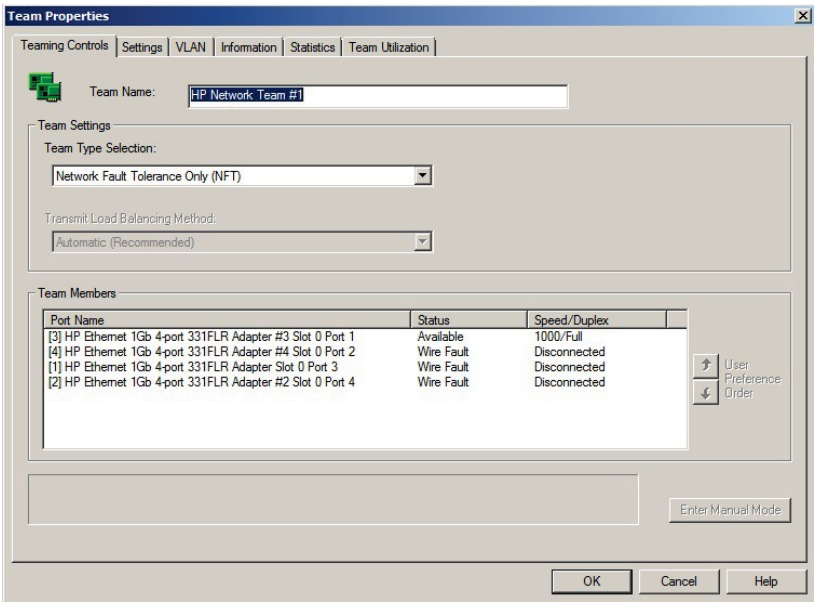


2. Click **OK**. The **HP Network Configuration Utility Properties** dialog box appears.



Note: The above dialog box 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.



From the **Team Properties** dialog, you can view the NIC team's properties and modify settings if necessary.

Interaction Media Server licenses

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

I3_FEATURE_MEDIASERVER_TYPE_STANDARD

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_MEDIASERVER_MAX_MEDIA_ENGINES

Each instance of this license permits *media engines* to use 32 CPU cores, both physical and hyper- threaded, to process interactions on the host computer.

Media sessions

A media session is required for each audio operation on an Interaction Media Server. Basic sessions, conference sessions, and fax sessions all require a media session. You must have enough media sessions to support your purchased basic, conference, and fax sessions.

Basic sessions

Interaction Media Server requires a basic session for each external call. Basic sessions permit the following operations:

- Manual outbound calls
- Inbound Direct Inward Dialing (DID) calls
- Voice mail access through a telephony user interface (TUI) or Interaction Mobile Office
- Non-ACD workgroup calls
- Interaction Attendant voice actions
- Dial by name
- Dial extension

- Remote access
- Play an Interaction Voice Response (IVR) menu

Each basic session requires a media session. Basic sessions are defined in the CIC server license.

Note: Configured remote stations do not require sessions while dynamic stations do. For more information about the different types of stations, see the "Remote Station Types" topic in *Interaction Client Help*.

Conference sessions

Each participant in an ad hoc or scheduled CIC conference call requires a conference session. External parties also use a basic session to participate in a CIC conference call. Each conference session requires a media session. Conference sessions are defined in the CIC server license.

Fax sessions

Fax communications through Interaction Media Server require a fax session, a basic session, and a media session for each external fax call. Fax sessions are defined in the CIC server license.

I3_LICENSE_MEDIA_SERVER_G.729_SESSIONS

The G.729 codec requires less bandwidth usage at the expense of dynamic audio range. The G.729 codec is proprietary and requires that you purchase licenses for each interaction that uses the codec. The number of licenses that you purchase must equal the maximum number of simultaneous interactions that you want to support. For example, if you have two Interaction Media Servers that support up to 100 simultaneous G.729 sessions each, purchase 200 sessions in the CIC server license. Use the Genesys Online Ordering System to purchase these licenses. You can then download the license from the Genesys License Management website at: http://license.genesys.com.

Acquire an Interaction Media Server license

The Genesys License Management website (http://license.genesys.com) allows you to create Interaction Media Server and CIC server licenses. If you purchased the appropriate products, you are certified and authorized to generate these licenses through the website.

If you are not certified to log on to this website, you can contact Genesys through this e-mail address: licenseissues@genesys.com.

When you contact Genesys through this e-mail address, include your order number and request a license file. If you are installing the Interaction Media Server software on your own hardware, which was not purchased from Genesys, include your server name and MAC address ID numbers for the machine that you intend to host Interaction Media Server.

For more information about generating your CIC server license for Interaction Media Server, see the *PureConnect Licensing Overview Technical Reference*.

Apply an Interaction Media Server license

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

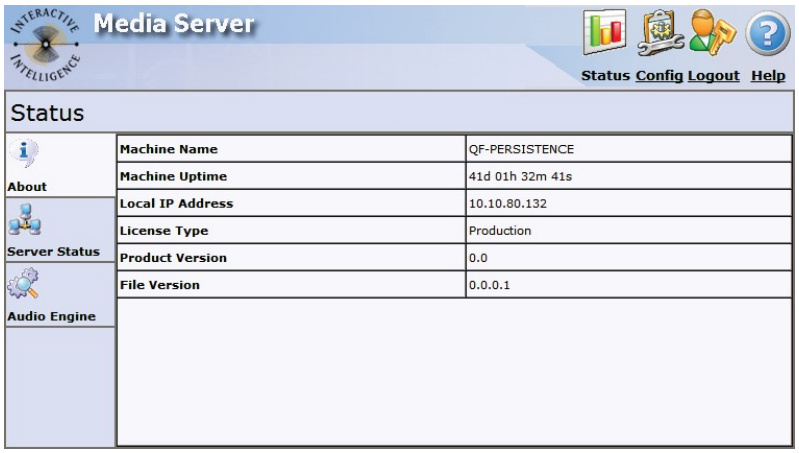
1. Load the license on Interaction Media Server:
    a. Place your license on a local or shared network location.
    b. Open a web browser and navigate to the URL and port number of the Interaction Media Server Web interface.

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

http://mediaserver1:8083/.

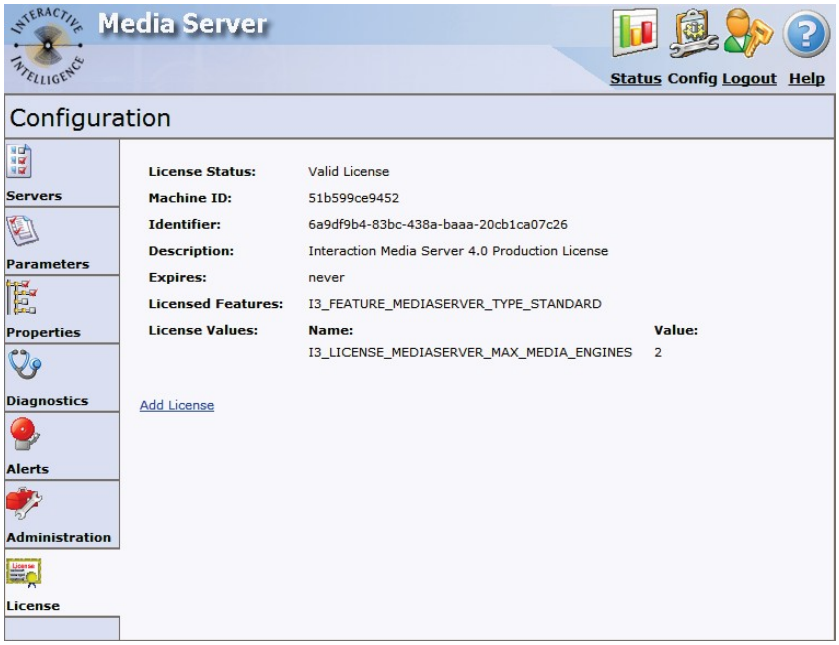
The webpage prompts you to supply a user name and password.

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



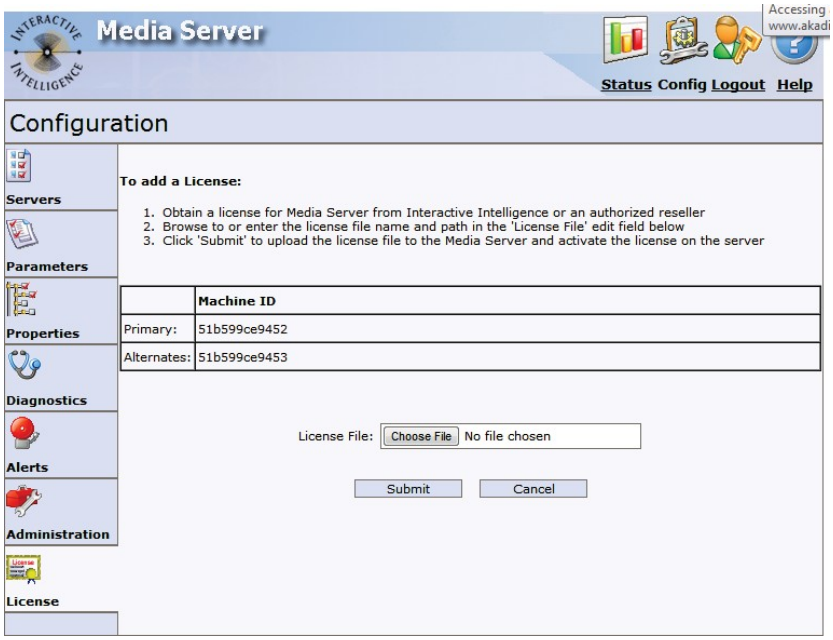
d. In the upper right corner, select the **Config** icon. The **Config-Servers** page appears.

e. On the left side of the page, click the **License** tab. The **Config-License** page appears.



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

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 this Interaction Media Server will connect and select the **Server** button associated with that server. The **Configuration of Command Server** page appears.

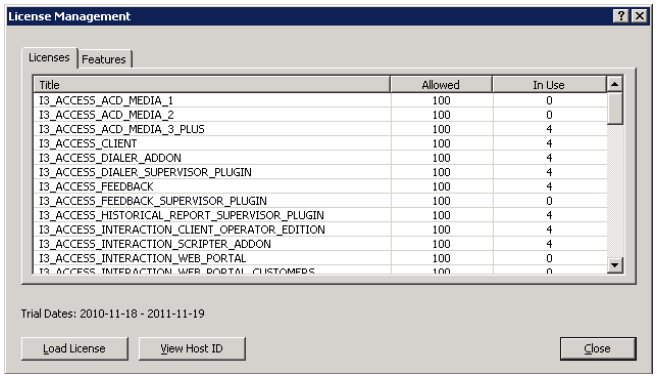
j. In the **Accept sessions** list, click **Yes** and then click **Apply Changes**.

k. Repeat the **Accept sessions** configuration for each CIC server with which this Interaction Media Server will communicate.

2. Load the license on CIC:

a. Place the license file in a local or network-accessible directory.

b. Open **Interaction Administrator**, click **File,** and then click **License Management**. The **License Management** dialog box appears.



c. Click **Load License**. The **Load License** dialog box appears.

d. In the **Load License** dialog box, navigate to the location where the license file is stored and double-click the license file. The included licenses and features are loaded into CIC.

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.

Apply the Interaction SIP Proxy license

Interaction SIP Proxy is pre-installed on the hard drive of the appliance and its service starts automatically. However, Interaction SIP Proxy remains idle until it is activated with a license file and configured to manage SIP traffic.

After you acquire a license that includes Interaction SIP Proxy, you must load the license through the Interaction SIP Proxy interface.

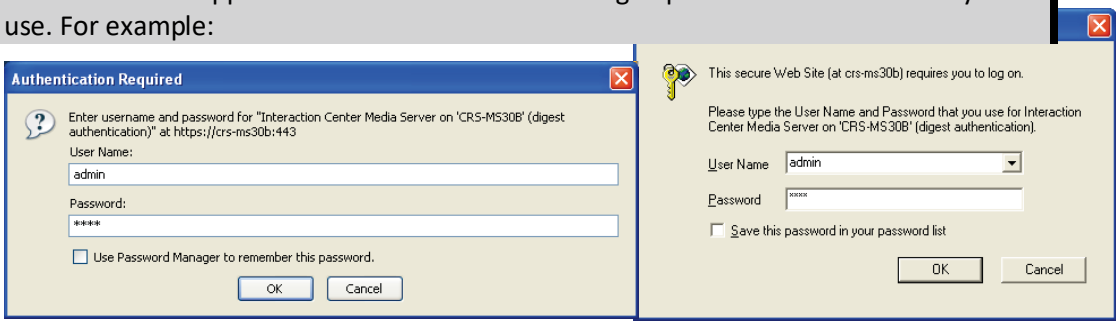
1. Place the Interaction SIP Proxy license on a local or shared network location.
2. Open a web browser and navigate to the URL and port number of the Interaction SIP Proxy web interface. The URL prompts you to supply a user name and password.

> **Note**: See the following example for the format of specifying this URL. Your address will likely be different. The default HTTP port is 8080 (HTTP for a non-secure connection) and the default HTTPS port is 442 (HTTPS for a secure connection).

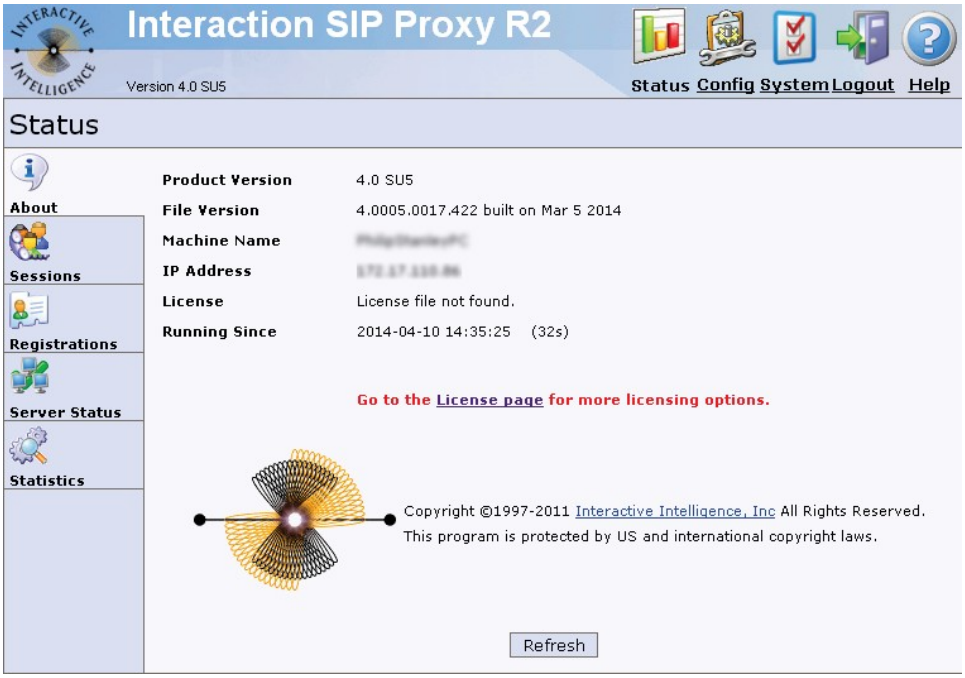
http://mediaserver1:8080/

3. Log on to the Interaction SIP Proxy configuration webpage with the IC 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.

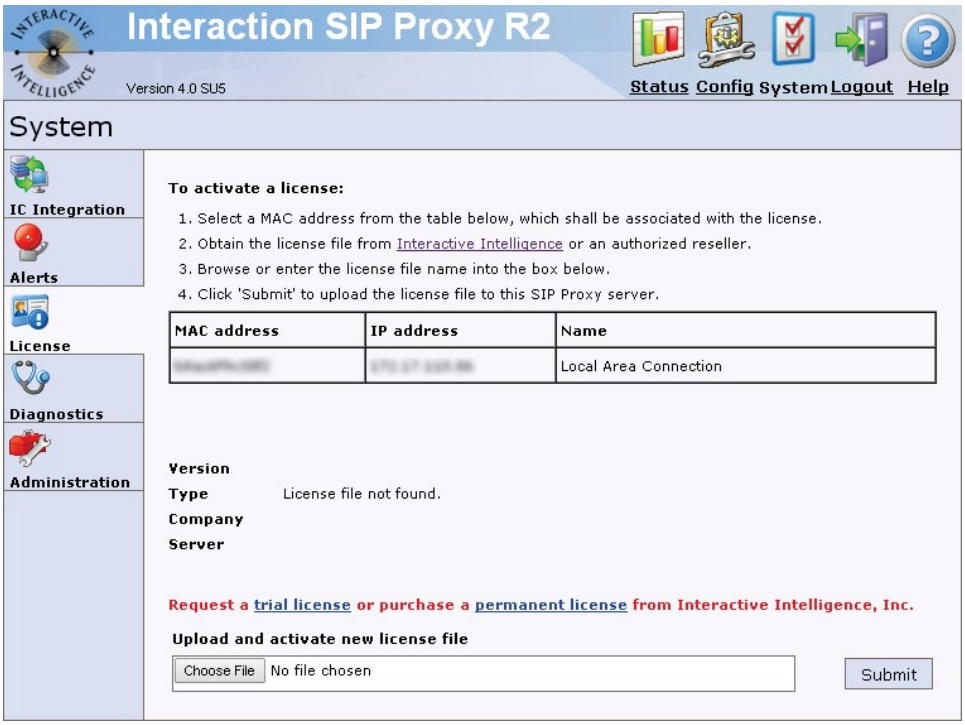
> **Note**: The exact appearance of the credentials dialog depends on which browser you use. For example:



4. Click **OK**. The **Status-About** page appears, indicating that a license is required.



5. Click the **License page** link. The **System-License** page appears.



6. Follow the instructions at the top of the page.

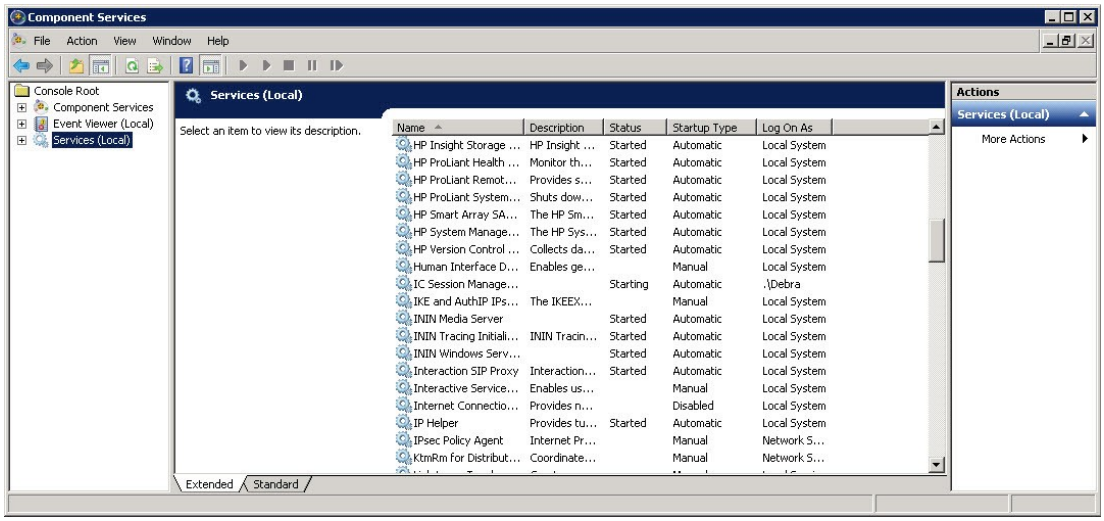
For more information about documentation and licensing Interaction SIP Proxy, see: https://my.inin.com/support/products/sipproxy40/Pages/default.aspx, or click the **Help** icon in the Interaction SIP Proxy web interface.

Disable Interaction SIP Proxy

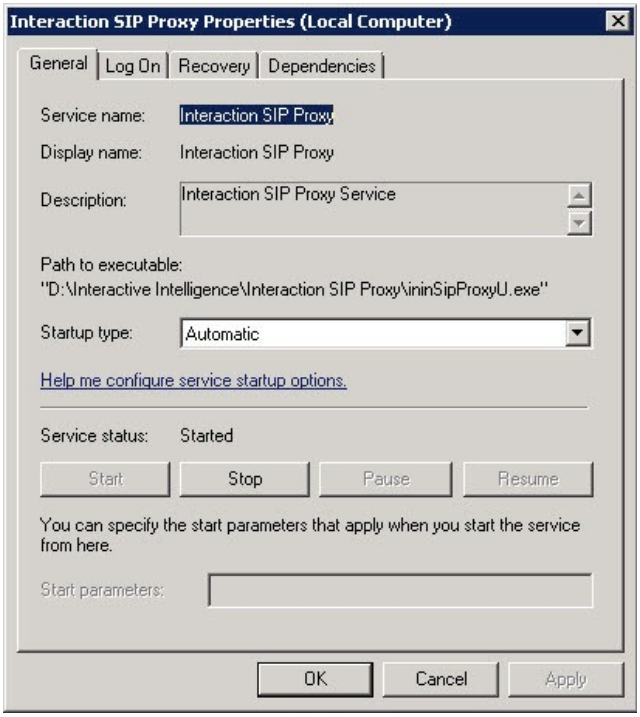
If you do not intend to use Interaction SIP Proxy, you can disable it from the **Services** dialog box.

To disable Interaction SIP Proxy:

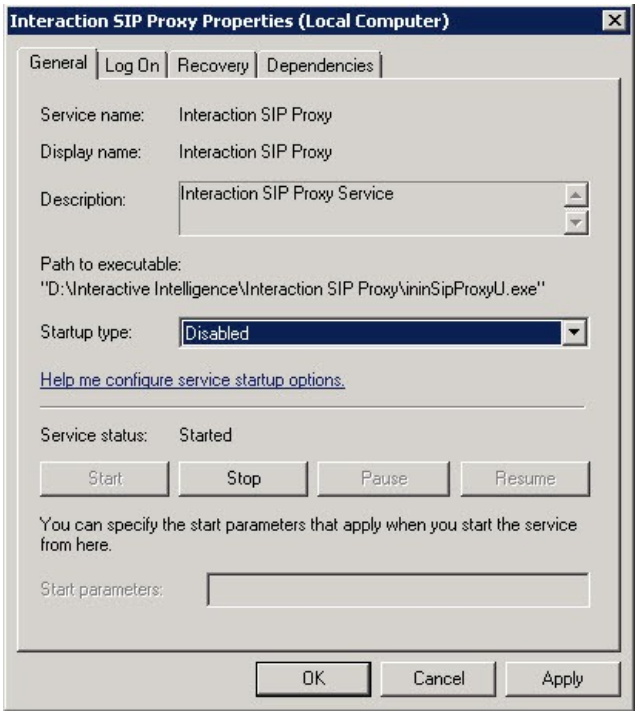
1. Open the **Start** menu, click **Administrative Tools**, and then click **Component Services**. The **Component Services** dialog appears.



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.



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



4. Click **OK**. Interaction SIP Proxy is disabled 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 or more 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 utilities.

In this section, you will learn how to:

- Save an as-configured system state
- Enable Integrated Lights-Out 4
- Install Interaction Recorder Remote Content Service (not available on all models)
- Install Interaction Session Manager (not available on all models)

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 (hard drive failure, etc.). If you want to use this feature, it is recommended to do so soon after a good working configuration is in place. See the *Factory Image Restoration Procedures Technical Reference* for more information.

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

See the PureConnect Documentation Library at: https://my.inin.com/support/products/ic40/Documentation/index.htm, for the latest version.

Enable Integrated Lights-Out 4 (iLO 4) *(Medium and Large Interaction Media Servers only)*

Integrated Lights-Out 4 (iLO 4) provides remote administrative access for server management. This server comes with a 1-year HP iLO Advanced Single Server License packaged in the box. If desired, user will need to enter license information.

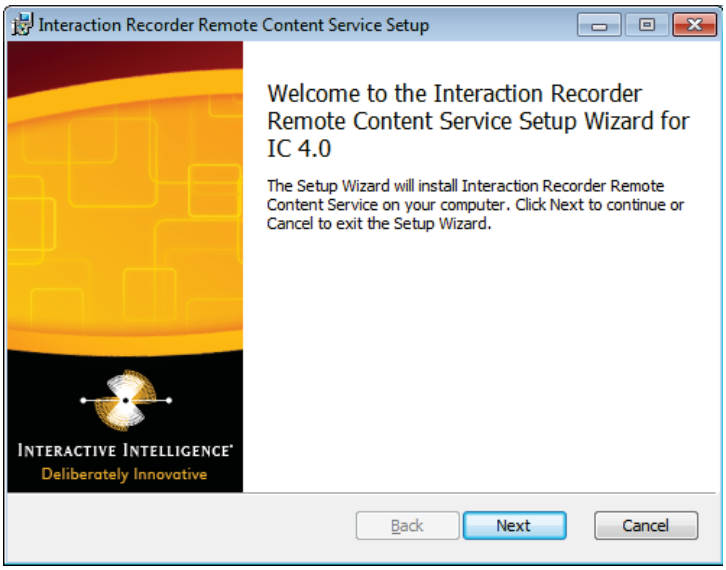
Install Interaction Recorder Remote Content Service

The Interaction Recorder Remote Content Service install is available as a shortcut on the Interaction Media Server appliance desktop, which not available on all models.

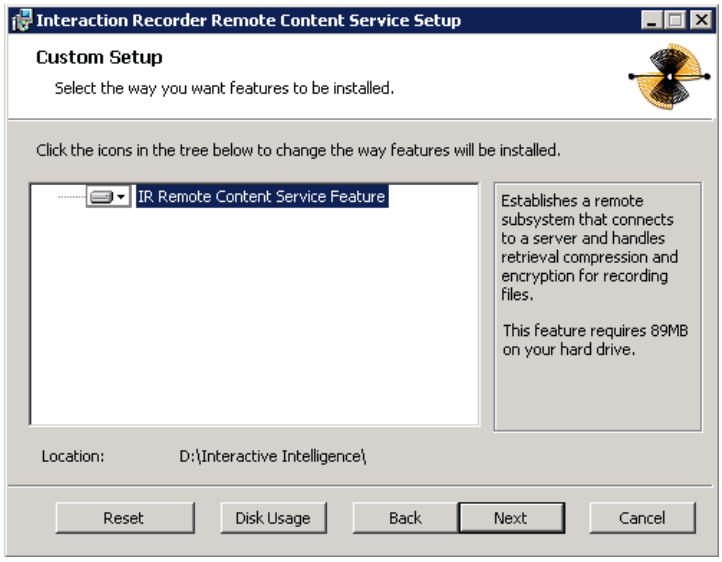
This section contains Interaction Recorder Remote Content Service installation procedures. For prerequisites, requirements, licensing, configuration, and other procedures, see *Interaction Recorder Remote Content Service Installation and Configuration Guide* in the Technical Reference Documents section of the PureConnect Documentation Library. The PureConnect Documentation Library is at: https://my.inin.com/support/products/ic40/Documentation/index.htm. This document is also located in the Interaction Media Server appliance's `D:\ININ Documentation` directory.

To install Interaction Recorder Remote Content Service:

1. 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** page appears.



2. Click **Next**. The **Custom Setup** page appears.



3. If applicable, do the following optional actions:

   To access custom installation features, click the **IR Remote Content Service Feature** icon.

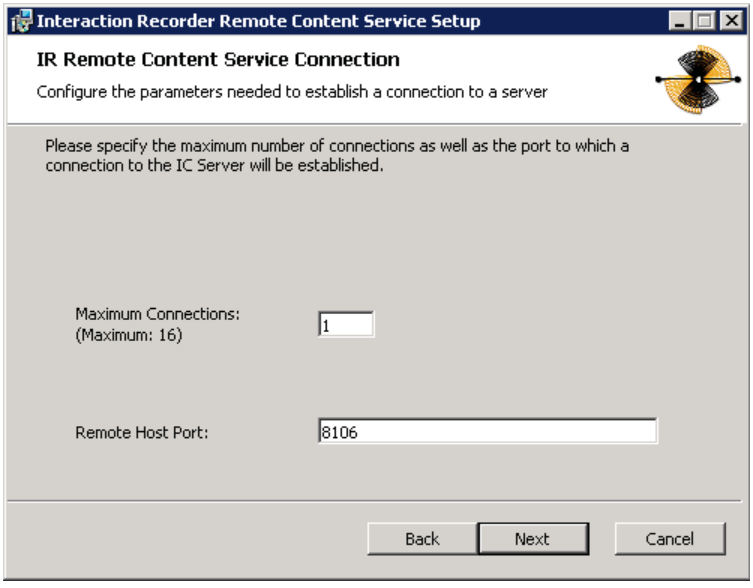
   To reset your **Custom Setup** selections to the default level, click **Reset**.

   To ensure that the hard 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 then 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 other methods.

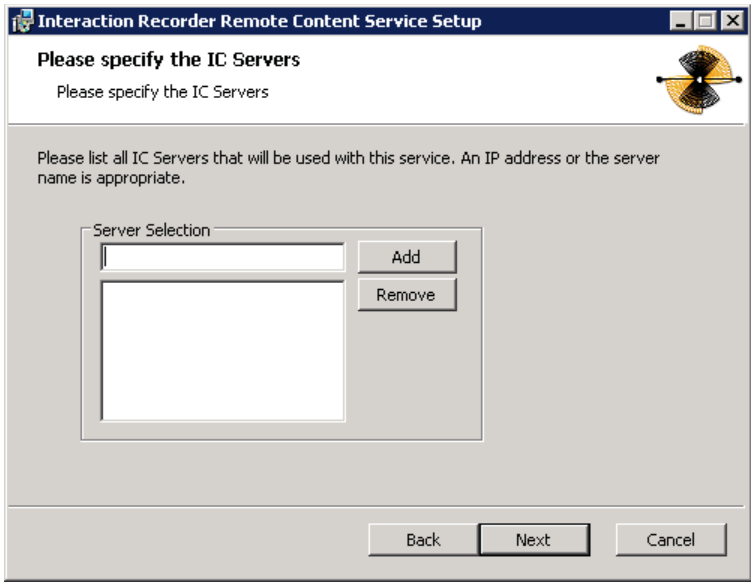
4. Click **Next**. The **IR Remote Content Service Connection** page appears.



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 that Interaction Recorder Remote Content Service will 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.

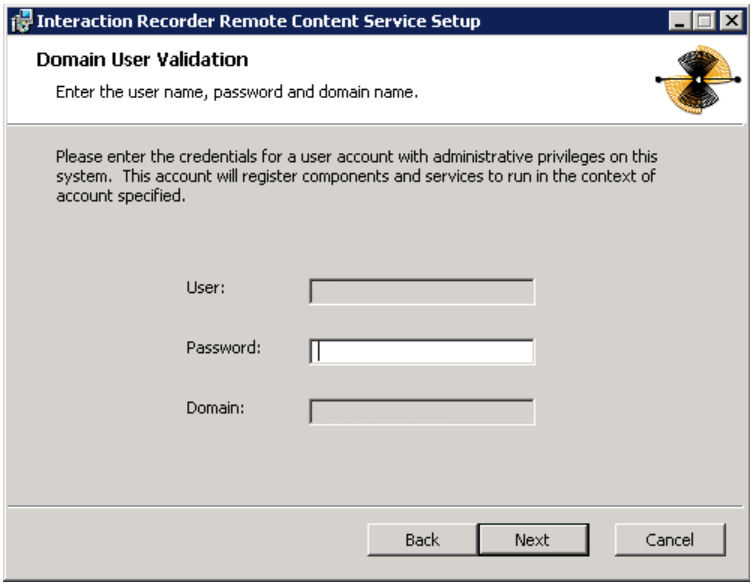
7. Click **Next**. The **Please specify the IC Servers** page appears.



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

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

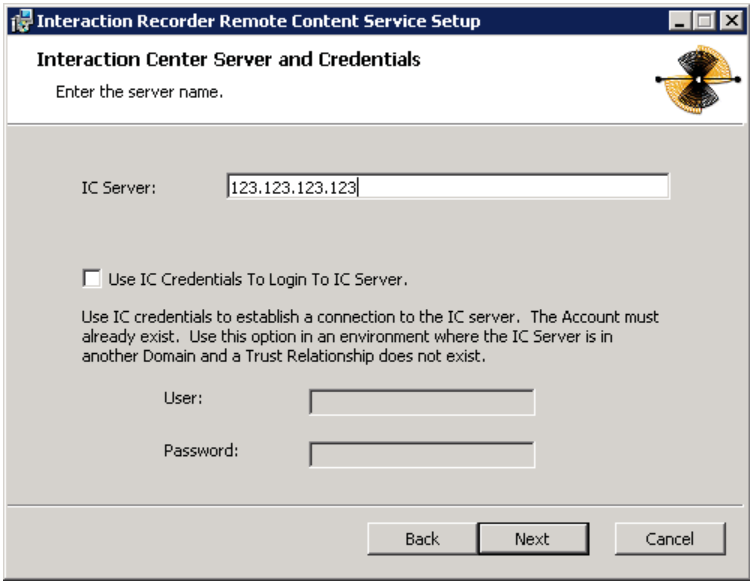
9. If necessary, repeat the previous step for any additional CIC servers that you want to connect with this Interaction Recorder Remote Content Service server.
10. Click **Next**. The **Domain User Validation** page appears.



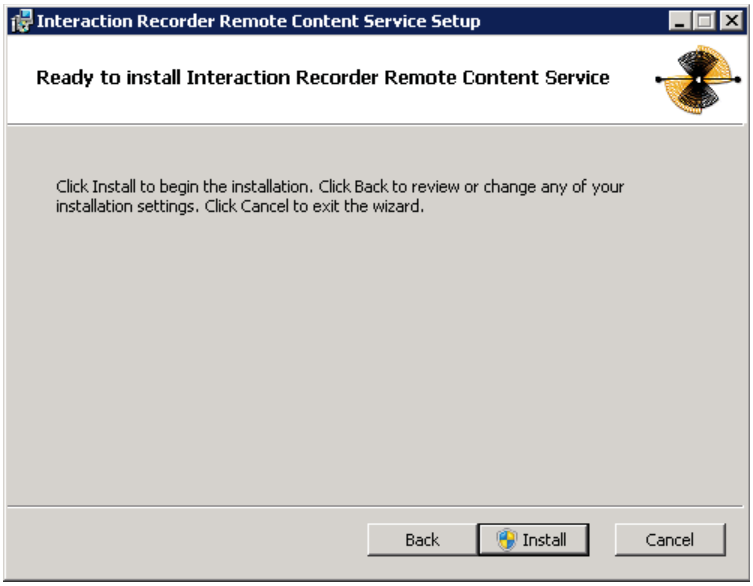
11. In the **Password** box, type the password of the currently logged in user.

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

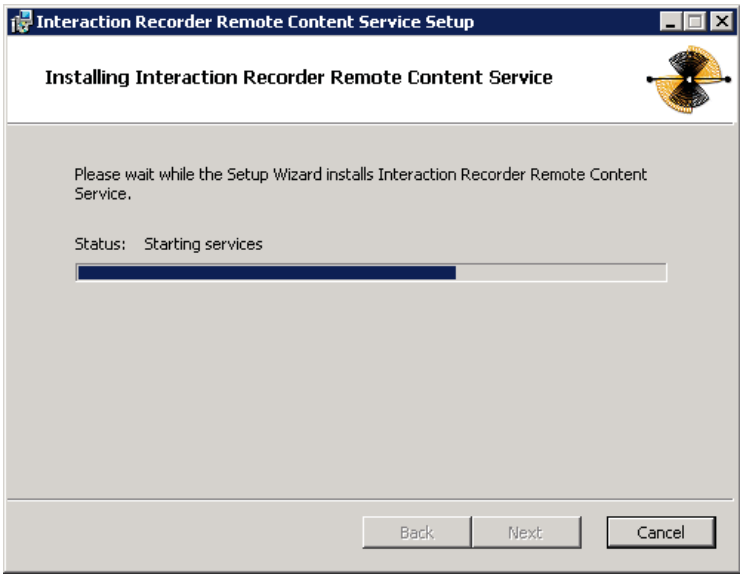
12. Click **Next**. The **IC Server Name** page appears.



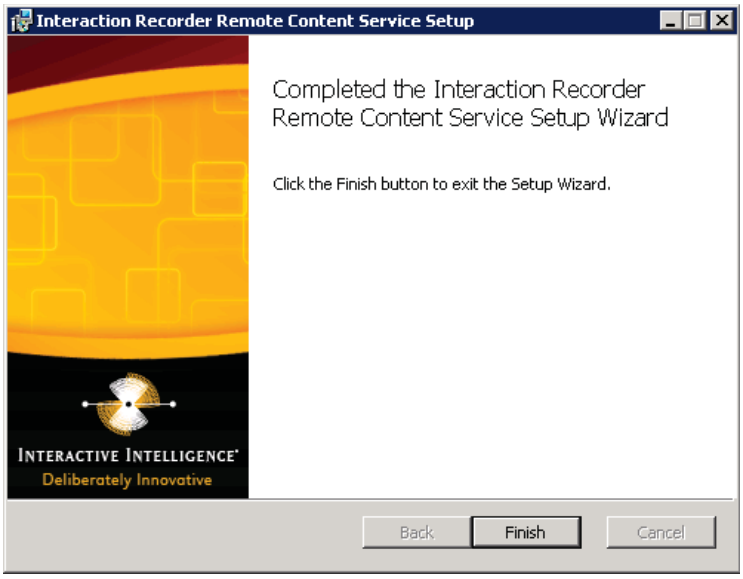
13. In the **IC Server Name** box, type the fully-qualified domain name for the main CIC server and then click **Next**. This step creates the necessary security certificates to that the systems can communicate.
14. If the CIC server resides in a different domain than the machine on which you are installing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



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



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, and caching that enables commonly shared behavior between client applications.

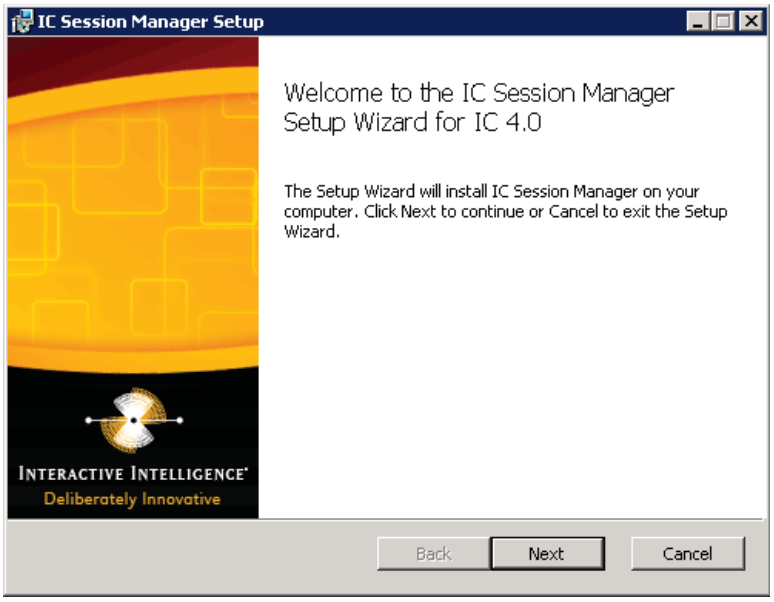
The Interaction Session Manager install is available as a shortcut on the Interaction Media Server appliance desktop (not available on all models).

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

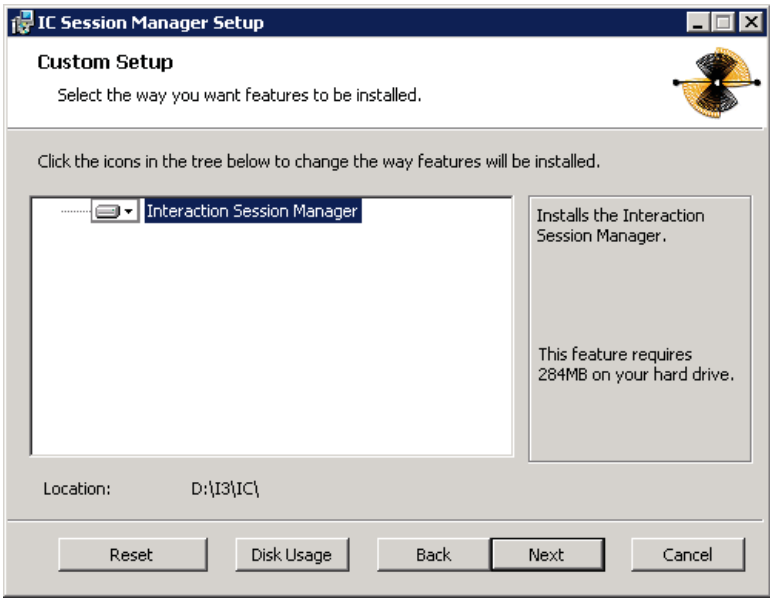
The PureConnect Documentation Library is at: https://my.inin.com/support/products/ic40/Documentation/index.htm. This document is also located in the Interaction Media Server appliance's `D:\ININ Documentation` directory.

To install Interaction Session Manager:

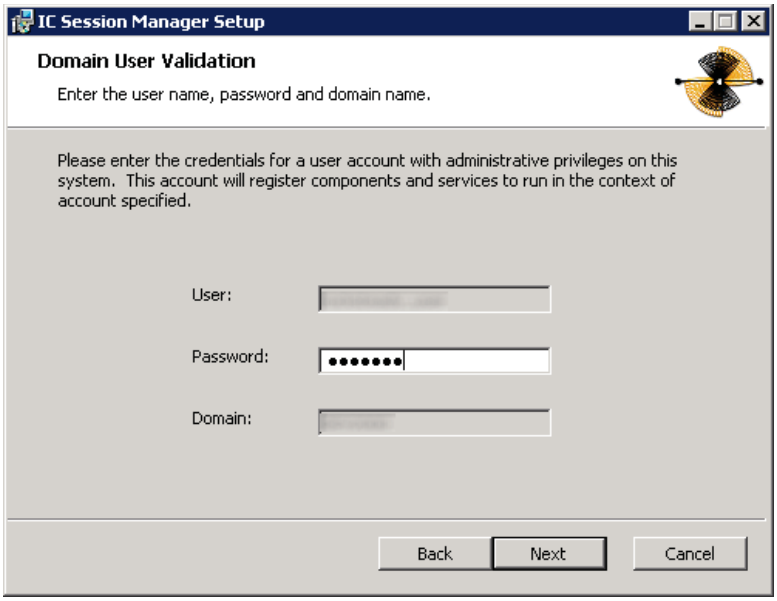
1. On the Interaction Media Server desktop, double-click the **Click to Install Interaction Session Manager** icon. The **Welcome to the Interaction Recorder Remote Content Service Setup Wizard for IC 4.0** page appears.



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



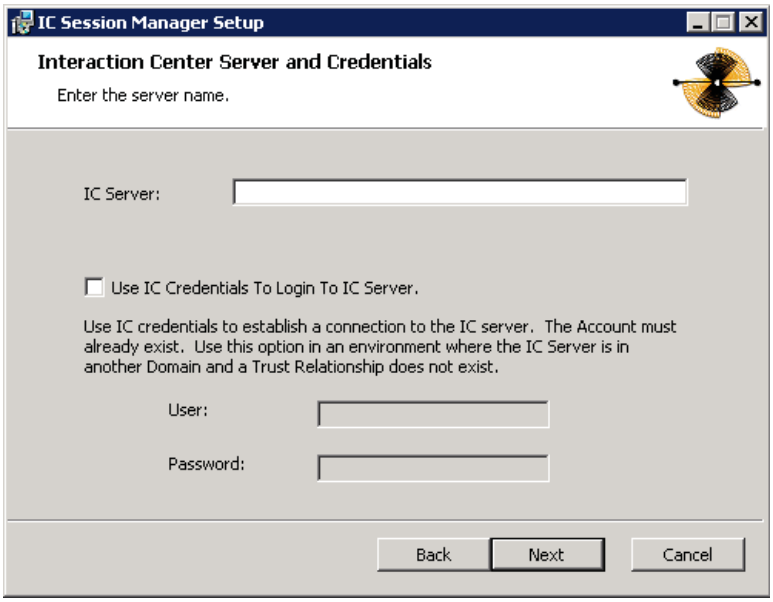
3. Click **Next**. The **Domain User Validation** page appears.



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

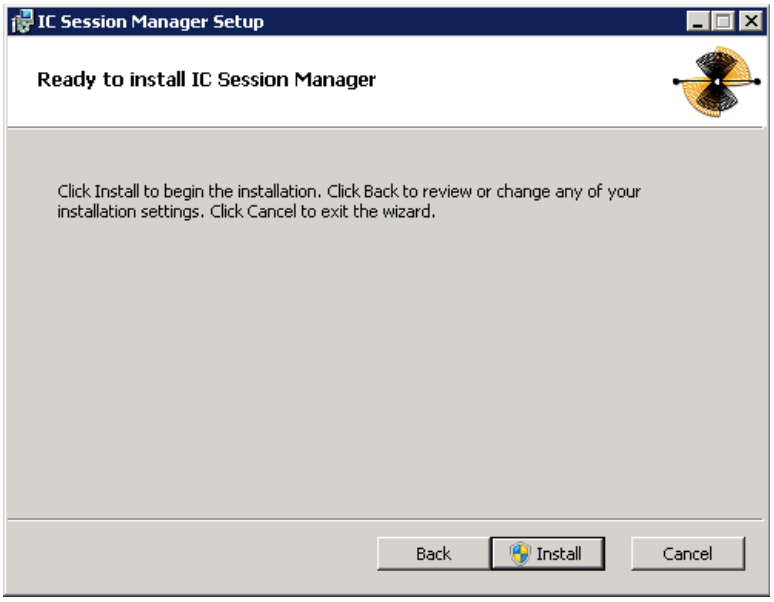
> **Note**: The information you enter is used to connect to the IC server and as the account under which the local service process runs. This account must be a CIC account that is bound to an NT domain account. The NT user must have local administrator rights for the server on which you are installing Session Manager.

5. Click **Next**. The **Interaction Center Server and Credentials** page appears.

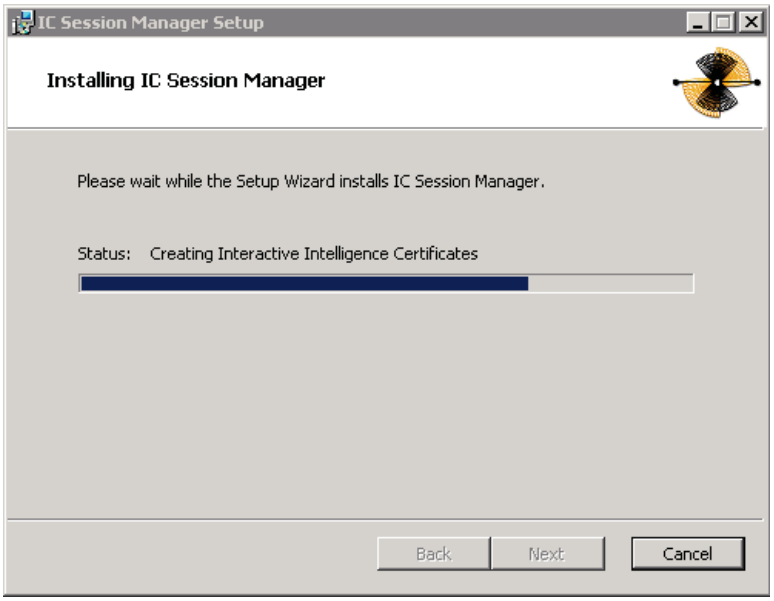


> **Note**: If the installation is utilizing WAN-switchover, then the IC server Name specified must be the particular IC server of the WAN-switchover pair to which this off-server Session Manager instance is to stay connected.

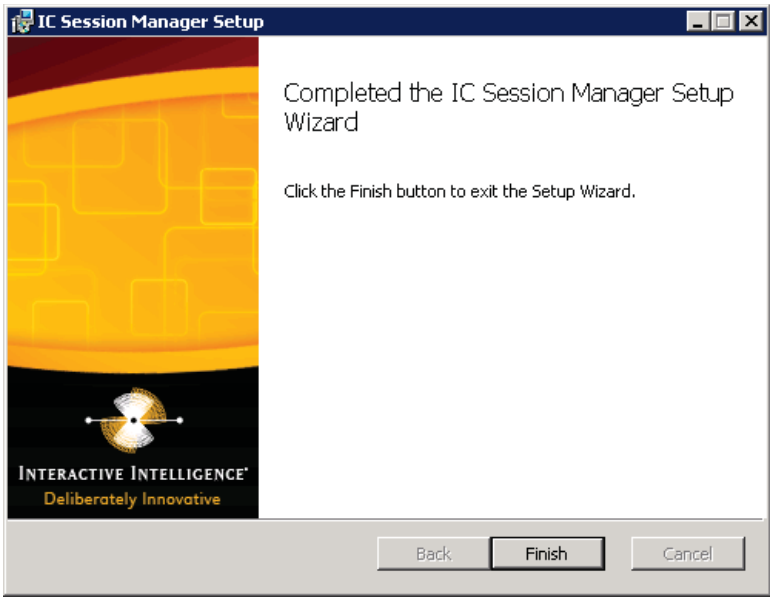
6. Type the name of the active IC server, type CIC credentials if preferred, and then click **Next**. The **Ready to install IC Session Manager** page appears.



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



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



The installation program performed the following operations:

- Copied the Session Manager files to the target directory
- Created certificates to connect with the IC server

> **Note**: Be sure to trust the certificate through Interaction Administrator.

- Created services to run Session Manager (**IC Session Manager Service** and **I3 Windows Service Monitor**)
- Started the services

Change log

Change	Date
• Updated Title page, Copyright page, and Platform Statement page. • Updated document part number • Changed the HTTPS port number for media server to 446. • Updated content to comply with Gen8 servers, which replace the G7 models.	March 15, 2013
• Updated document to include Audiocodes Mediant 800 based Media Server. • Distinguished between Medium and Large Interaction Media Server-specific information and Audiocodes Mediant 800 based Media Server-specific information.	July 8, 2013
• Updated Copyright and trademarks page. • Updated content for licensing changes for Interaction Media Server. • Updated content for Interaction SIP Proxy procedures.	April 10, 2014
Updated Copyright and trademarks page.	April 7, 2015
Rebranded to Genesys.	May 4, 2018

Copyright and Trademark Information

Interactive Intelligence, Interactive Intelligence Customer Interaction Center, Interaction Administrator, Interaction Attendant, Interaction Client, Interaction Designer, Interaction Tracker, Interaction Recorder, Interaction Mobile Office, Interaction Center Platform, Interaction Monitor, Interaction Optimizer, and the "Spirograph" logo design are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Customer Interaction Center, EIC, Interaction Fax Viewer, Interaction Server, ION, Interaction Voicemail Player, Interactive Update, Interaction Supervisor, Interaction Migrator,* and *Interaction Screen Recorder* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©1997-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Dialer and *Interaction Scripter* are registered trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2000-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Messaging Interaction Center and *MIC* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2001-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Director is a registered trademark of Genesys Telecommunications Laboratories, Inc. *e-FAQ Knowledge Manager* and *Interaction Marquee* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2002-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Conference is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2004-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction SIP Proxy and *Interaction EasyScripter* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2005-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Gateway is a registered trademark of Genesys Telecommunications Laboratories, Inc. Interaction Media Server is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2006-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Desktop is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2007-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Process Automation, Deliberately Innovative, Interaction Feedback, and *Interaction SIP Station* are registered trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2009-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Analyzer is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Web Portal* and *IPA* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2010-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Spotability is a trademark of Genesys Telecommunications Laboratories, Inc. ©2011-2018. All rights reserved.

Interaction Edge, CaaS Quick Spin, Interactive Intelligence Marketplace, Interaction SIP Bridge, and *Interaction Mobilizer* are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Interactive Intelligence Communications as a Service℠* and *Interactive Intelligence CaaS℠* are trademarks or service marks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2012-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Speech Recognition and *Interaction Quality Manager* are registered trademarks of Genesys Telecommunications Laboratories, Inc. *Bay Bridge Decisions* and *Interaction Script Builder* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2013-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interaction Collector is a registered trademark of Genesys Telecommunications Laboratories, Inc. *Interaction Decisions* is a trademark of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2013-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

Interactive Intelligence Bridge Server and *Interaction Connect* are trademarks of Genesys Telecommunications Laboratories, Inc. The foregoing products are ©2014-2018 Genesys Telecommunications Laboratories, Inc. All rights reserved.

The veryPDF product is ©2000-2018 veryPDF, Inc. All rights reserved.

This product includes software licensed under the Common Development and Distribution License (6/24/2009). We hereby agree to indemnify the Initial Developer and every Contributor of the software licensed under the Common Development and Distribution License (6/24/2009) for any liability incurred by the Initial Developer or such Contributor as a result of any such terms we offer. The source code for the included software may be found at http://wpflocalization.codeplex.com.

A database is incorporated in this software which is derived from a database licensed from Hexasoft Development Sdn. Bhd. ("HDSB"). All software and technologies used by HDSB are the properties of HDSB or its software suppliers and are protected by Malaysian and international copyright laws. No warranty is provided that the Databases are free of defects, or fit for a particular purpose. HDSB shall not be liable for any damages suffered by the Licensee or any third party resulting from use of the Databases.

Other brand and/or product names referenced in this document are the trademarks or registered trademarks of their respective companies.

DISCLAIMER

GENESYS TELECOMMUNICATIONS LABORATORIES (GENESYS) HAS NO RESPONSIBILITY UNDER WARRANTY, INDEMNIFICATION OR OTHERWISE, FOR MODIFICATION OR CUSTOMIZATION OF ANY GENESYS SOFTWARE BY GENESYS, CUSTOMER OR ANY THIRD PARTY EVEN IF SUCH CUSTOMIZATION AND/OR MODIFICATION IS DONE USING GENESYS TOOLS, TRAINING OR METHODS DOCUMENTED BY GENESYS.

Genesys Telecommunications Laboratories, Inc.
2001 Junipero Serra Boulevard
Daly City, CA 94014
Telephone/Fax (844) 274-5992
www.genesys.com