[°]GENESYS[™]

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 <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-03

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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 <u>GlobalLogistics@genesys.com</u>.

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: <u>https://my.inin.com/support/products/ic40/Documentation/index.htm</u> 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:

<u>https://my.inin.com/support/products/ic40/Documentation/index.htm</u> 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: https://www.inin.com/support/products/ic40/Documentation/index.htm for the latest version. This document is also in the Interaction Media Server appliance's D: https://www.inin.com/support/products/ic40/Documentation/index.htm for the latest version. This document is also in the Interaction Media Server appliance's D: https://www.inin.com/support/products/ic40/Documentation/index.htm">https://www.inin.com/support/products/ic40/Documentation/index.htm for the latest version. This document is also in the Interaction Media Server appliance's D: https://wwww.inin.com/support/ products/ic40/Documentation/index.htm for the latest version.

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 <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 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.

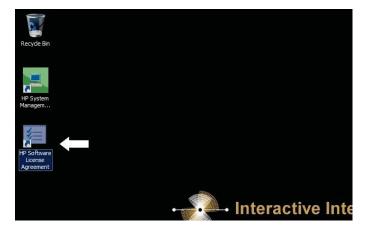
1. Run the **Set Up Windows** wizard. The system installs applicable devices, applies system settings, and restarts the computer. When the system restarts, the **Set Up Windows** page appears.

| Set Up Windows | | | | |
|----------------|-------------------|-------------------------|----------------------------|----------------------|
| 🕞 📓 Set Up ' | Windows | | | |
| | | | | |
| | | | | |
| | 10/100 | dows Serv | om 2000 b 2 | |
| | | | er 2008 R2 | |
| | Stand | ard | | |
| | Country or region | United States | • | |
| | Time and currency | English (United States) | • | |
| | Keyboard layout | US | • | |
| | | ., | | |
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| | | | | |
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| | | | | |
| | | | | |
| | | Copyright @ 2 | 009 Microsoft Corporation. | All rights reserved. |
| | | | | Next |

- 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.

| Administrator New password Confirm password Create a password reset disk | |
|---|--|
| Cancel | |
| Windows Server 2008 R2 Standard | |

- 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.

| 🛃 System | | | | -02 |
|--------------------------|-----------------------------------|--|----------------------|--------|
| Control Panel 🗸 | System and Security + System | | Search Control Panel | 2 |
| Control Panel Home | View basic information abo | but your computer | | (|
| Device Manager | Windows edition | | | |
| | Windows Server 2008 R2 S | tandard | | |
| | | t Corporation. All rights reserved. | | |
| Advanced system settings | Service Pack 1 | | | |
| | | | | |
| | System | | | |
| | Manufacturer: | Interactive Intelligence, Inc. | | |
| | Model: | Interaction Media Server w/SIP Proxy SystemSN:[MXQ25107WX] Image:[MSSP.40.HP360G8-02.022813.SU2] | INTERACTIV | 25 |
| | Processor: | Intel(R) Xeon(R) CPU E5-2620 0 @ 2.00GHz 2.00 GHz (2 processors) | | L |
| | Installed memory (RAM): | 16.0 GB | • • | • |
| | System type: | 64-bit Operating System | INTELLIGENO | CE. |
| | Pen and Touch: | No Pen or Touch Input is available for this Display | | |
| | Interactive Intelligence, Inc. su | ipport | | |
| | Website: | Online support | | |
| | Computer name, domain, and v | vorkgroup settings | | |
| | Computer name: | WIN-33NRTASHN3T | GChange set | tings |
| | Full computer name: | WIN-33NRTASHN3T | | |
| | Computer description: | Interaction Media Server w/SIP Proxy | | |
| | Workgroup: | ININ | | |
| | Windows activation | | | |
| See also | Windows is activated | | ask for . | J |
| Action Center | Product ID: 00477-OEM-8- | 400 10 1- 10667 | aenuir | ne 🔨 |
| Windows Update | | | Microsc | 101.9. |
| | | | Learn more of | online |

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

| System Properties | | × |
|--|---|---|
| Computer Name Hardwa | re Advanced Remote | |
| Windows uses on the network | the following information to identify your computer c | |
| 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 | | |
| | 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:

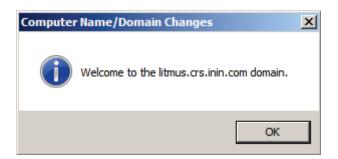
Computer name: Keep the same server name or, if requested by the network administrator, type a new server name.

Member of: Select Domain and type the appropriate domain name.

6. Click OK. The Windows Security dialog box appears.

| Vindows Securi | ty | x |
|----------------|---|---|
| | me/Domain Changes and password of an account with permission to join the domain. | _ |
| | User name Password Domain: litmus.crs.inin.com | |
| | OK Cancel | |

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.

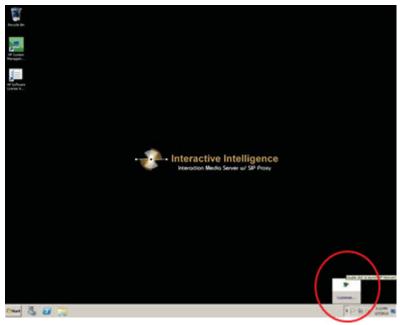
Note: A Media Server, or any server that deals with real time audio across the network, may only use certain forms of adapter teaming. Some vendors may use varying terms for different teaming models, but the basic rule is that only fault-tolerant configurations are supported.

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.

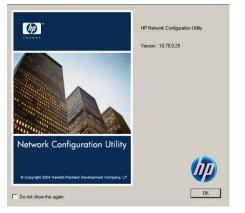
You can view NIC teams in the HP Network Configuration Utility (NCU).

To open the HP Network Configuration Utility (NCU):

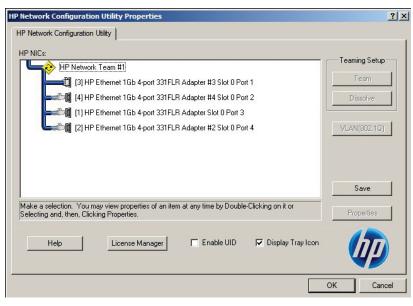
1. In the notification area, click the double arrows and from the menu that appears, doubleclick the HP icon.



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.

| | Properties | | | |
|---|---|-------------|-----------|--------------------|
| Team Settings Team Type Selection: Network Fault Tolerance Only (NFT) Trensmit Load Belancing Method: Automatic (Recommended) Team Members Team Members Team Members Team Members Team tGb 4port 331FLR Adapter #3 Slot 0 Port 1 Available 1000/Ful User User Disconnected Conternent Conterne | ming Controls Settings VLAN Information Statistics Team U | Jtilization | | |
| Team Settings Team Type Selection: Network Fault Tolerance Only (NFT) Trensmit Load Belancing Method: Automatic (Recommended) Team Members Team Members Team Members Team Members Team tGb 4port 331FLR Adapter #3 Slot 0 Port 1 Available 1000/Ful User User Disconnected Conternent Conterne | | | | |
| Team Type Selection: Network Fault Tolerance Only (NFT) Transmit Load Balancing Method: Automatic (Recommended) Team Members To Ant Name [3] HP Ethemet 1Gb 4pont 331FLR Adapter #3 Stot 0 Pont 1 Available 1000/Full [1] HP Ethemet 1Gb 4pont 331FLR Adapter #4 Stot 0 Pont 2 Wire Fault Disconnected [1] HP Ethemet 1Gb 4pont 331FLR Adapter #2 Stot 0 Pont 2 Wire Fault Disconnected [2] HP Ethemet 1Gb 4pont 331FLR Adapter #2 Stot 0 Pont 4 Wire Fault [2] HP Ethemet 1Gb 4pont 331FLR Adapter #2 Stot 0 Pont 4 Wire Fault [2] HP Ethemet 1Gb 4pont 331FLR Adapter #2 Stot 0 Pont 4 Wire Fault [2] HP Ethemet 1Gb 4pont 331FLR Adapter #2 Stot 0 Pont 4 Wire Fault [2] HP Ethemet 1Gb 4pont 331FLR Adapter #2 Stot 0 Pont 4 Wire Fault [2] HP Ethemet 1Gb 4pont 331FLR Adapter #2 Stot 0 Pont 4 Wire Fault [3] Ethemet 1Gb 4pont 331FLR Adapter #2 Stot 0 Pont 4 Wire Fault [3] Ethemet 1Gb 4pont 331FLR Adapter #2 Stot 0 Pont 4 Wire Fault [3] Ethemet 1Gb 4pont 331FLR Adapter #4 Stot 0 Pont 4 Wire Fault [3] Ethemet 1Gb 4pont 331FLR Adapter #4 Stot 0 Pont 4 Wire Fault [4] Ethemet 1Gb 4pont 331FL | | | | |
| Network Fault Tolerance Only (NFT) Image: Constraint of the constraint o | | | | |
| Automatic (Recommended) Image: Commended in the image: C | | • | | |
| Automatic (Recommended) Image: Commended in the image: C | | _ | | |
| Team Members Port Name [3] HF Ethernet 1Gb 4port 331FLR Adapter #3 Slot 0 Port 1 Available [4] HF Ethernet 1Gb 4port 331FLR Adapter #4 Slot 0 Port 2 Wire Fault Disconnected [1] HF Ethernet 1Gb 4port 331FLR Adapter #2 Slot 0 Port 3 Wire Fault Disconnected [2] HF Ethernet 1Gb 4port 331FLR Adapter #2 Slot 0 Port 3 Wire Fault Disconnected [2] HF Ethernet 1Gb 4port 331FLR Adapter #2 Slot 0 Port 4 Wire Fault Disconnected [2] HF Ethernet 1Gb 4port 331FLR Adapter #2 Slot 0 Port 4 Wire Fault Disconnected [2] HF Ethernet 1Gb 4port 331FLR Adapter #2 Slot 0 Port 4 Wire Fault Disconnected [2] HF Ethernet 1Gb 4port 331FLR Adapter #2 Slot 0 Port 4 Wire Fault Disconnected | _ | | | |
| Port Name Status Speed/Duplex [3] HP Ethernet 1Gb 4-port 331FLR Adapter #3 Slot 0 Port 1 Available 1000/Full [4] HP Ethernet 1Gb 4-port 331FLR Adapter #2 Slot 0 Port 2 Wire Fault Disconnected [1] HP Ethernet 1Gb 4-port 331FLR Adapter #2 Slot 0 Port 3 Wire Fault Disconnected [2] HP Ethernet 1Gb 4-port 331FLR Adapter #2 Slot 0 Port 4 Wire Fault Disconnected [2] HP Ethernet 1Gb 4-port 331FLR Adapter #2 Slot 0 Port 4 Wire Fault Disconnected [2] HP Ethernet 1Gb 4-port 331FLR Adapter #2 Slot 0 Port 4 Wire Fault Disconnected [2] HP Ethernet 1Gb 4-port 331FLR Adapter #2 Slot 0 Port 4 Wire Fault Disconnected [2] HP Ethernet 1Gb 4-port 331FLR Adapter #2 Slot 0 Port 4 Wire Fault Disconnected | Automatic (Recommended) | ~ | | |
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| [4] HP Ethernet 1Gb 4port 331FLR Adapter XI Stot 0 Port 2 Wire Fault Disconnected [1] HP Ethernet 1Gb 4port 331FLR Adapter XI Stot 0 Port 3 Wire Fault Disconnected [2] HP Ethernet 1Gb 4port 331FLR Adapter XI Stot 0 Port 4 Wire Fault Disconnected [2] HP Ethernet 1Gb 4port 331FLR Adapter XI Stot 0 Port 4 Wire Fault Disconnected [2] HP Ethernet 1Gb 4port 331FLR Adapter XI Stot 0 Port 4 Wire Fault Disconnected [2] HP Ethernet 1Gb 4port 331FLR Adapter XI Stot 0 Port 4 Wire Fault Disconnected [2] HP Ethernet 1Gb 4port 331FLR Adapter XI Stot 0 Port 4 Wire Fault Disconnected | | | | |
| [2] HP Ehemet 105 4 poil 331FLR Adapter #2 Slot 0 Poil 4 Wire Fault Disconnected [2] HP Ehemet 105 4 poil 331FLR Adapter #2 Slot 0 Poil 4 Wire Fault Disconnected | [4] HP Ethemet 1Gb 4-port 331FLR Adapter #4 Slot 0 Port 2 | | | Alv |
| Crder Crder | | | | Preference |
| | | THE FUEL | Distantio | 🗲 Order |
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| OK Cancel He | | | | criter Manual Mod |
| OK Cancel He | | | | |
| | | | ОК | Cancel Hel |

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 (<u>http://license.genesys.com</u>) 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: <u>licenseissues@genesys.com</u>.

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.

| TATELLIGENCE | edia Server | Status <u>Config Logout</u> Help |
|----------------|------------------|----------------------------------|
| Status | | |
| 1 | Machine Name | QF-PERSISTENCE |
| About | Machine Uptime | 41d 01h 32m 41s |
| Q | Local IP Address | 10.10.80.132 |
| 9 ¹ | License Type | Production |
| Server Status | Product Version | 0.0 |
| £\$\$ | File Version | 0.0.0.1 |
| Audio Engine | | |
| | | |
| | | |
| | | |
| | | |

- 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.

| ATERACTIL M | edia Server | |] 👰 🎝 |
|----------------|--------------------|---|-------------------------|
| THELLIGENCE | | Sta | atus Config Logout Help |
| Configura | ation | | |
| | License Status: | Valid License | |
| Servers | Machine ID: | 51b599ce9452 | |
| | Identifier: | 6a9df9b4-83bc-438a-baaa-20cb1ca07c26 | |
| Parameters | Description: | Interaction Media Server 4.0 Production License | |
| | Expires: | never | |
| | Licensed Features: | I3_FEATURE_MEDIASERVER_TYPE_STANDARD | |
| Properties | License Values: | Name: | Value: |
| V | | I3_LICENSE_MEDIASERVER_MAX_MEDIA_ENGINES | 2 |
| Diagnostics | Add License | | |
| . | | | |
| Alerts | | | |
| 🥐 | | | |
| Administration | | | |
| | | | |
| License | | | |

- 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.

| ATERACIUM M | edia S | | ccessing /ww.akad |
|--|-------------|---|----------------------|
| TRELLIGENCE | | Status Config Logout | Help |
| Configura | ation | | |
| Servers | 2. Brow | .icense: ain a license for Media Server from Interactive Intelligence or an authorized reseller vse to or enter the license file name and path in the 'License File' edit field below c 'Submit' to upload the license file to the Media Server and activate the license on the server | |
| Parameters | | Machine ID | |
| Properties | Primary: | 51b599ce9452 | |
| 00 | Alternates: | 51b599ce9453 | |
| Diagnostics Alerts Administration License | | License File: Choose File No file chosen | |

- h. After you load the license, click the **Servers** icon on the left side of the page.
- 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.

| Title | Allowed | In Use | _ ^ |
|---|---------|--------|------------|
| I3_ACCESS_ACD_MEDIA_1 | 100 | 0 | |
| I3_ACCESS_ACD_MEDIA_2 | 100 | 0 | |
| I3_ACCESS_ACD_MEDIA_3_PLUS | 100 | 4 | |
| I3_ACCESS_CLIENT | 100 | 4 | |
| I3_ACCESS_DIALER_ADDON | 100 | 4 | |
| I3_ACCESS_DIALER_SUPERVISOR_PLUGIN | 100 | 4 | |
| I3_ACCESS_FEEDBACK | 100 | 4 | |
| I3_ACCESS_FEEDBACK_SUPERVISOR_PLUGIN | 100 | 0 | |
| I3_ACCESS_HISTORICAL_REPORT_SUPERVISOR_PLUGIN | 100 | 4 | |
| I3_ACCESS_INTERACTION_CLIENT_OPERATOR_EDITION | 100 | 4 | |
| I3_ACCESS_INTERACTION_SCRIPTER_ADDON | 100 | 4 | |
| I3_ACCESS_INTERACTION_WEB_PORTAL | 100 | 0 | _ |
| IS ACCESS INTEDACTION WER DODTAL CUSTOMEDS | 100 | 0 | |

- 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/

 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.

| | ote : The exact appearance of the credentials dialog e. For example: | depe | nds on | which brow | /ser you | $\overline{\mathbf{X}}$ |
|----|--|------------|---------------------|---|---|-------------------------|
| Au | thentication Required 🛛 🔀 |) 🥐 | This secure \ | √eb Site (at crs-ms30b) n | equires you to log on. | |
| (| Enter username and password for "Interaction Center Media Server on 'CR5-M530B' (digest authentication)" at https://crs-ms30b:443 | | | he User Name and Passi Server on 'CRS-MS30B' | vord that you use for Interaction (digest authentication). | |
| | User Name: admin | | <u>U</u> ser Name | admin | • | |
| | Password: | | Password | жжж | | |
| | * *** | | □ <u>S</u> ave this | s password in your passw | ord list | |
| | Use Password Manager to remember this password. | | | | OK Cancel | |

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

| HTERACTIL | nteraction S | SIP Proxy R2 🛛 📊 👰 🛐 📲 🕥 |
|----------------|-----------------|---|
| TATELLIGENC Ve | rsion 4.0 SU5 | Status <u>Config System Logout</u> <u>Help</u> |
| Status | | |
| i | Product Version | 4.0 SU5 |
| About | File Version | 4.0005.0017.422 built on Mar 5 2014 |
| 64 | Machine Name | Philip Danie y PC |
| Sessions | IP Address | 172.17.110.86 |
| | License | License file not found. |
| Registrations | Running Since | 2014-04-10 14:35:25 (32s) |
| Server Status | | Go to the <u>License page</u> for more licensing options. |
| Statistics | • | Copyright ©1997-2011 <u>Interactive Intelligence, Inc</u> All Rights Reserved. This program is protected by US and international copyright laws. |
| | | Refresh |

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

| 17. 55 | nteraction SI | P Proxy R2 | Status Config System Logout Help |
|-----------------------|--|----------------|---|
| System | | | |
| IC Integration | 2. Obtain the license file 1 3. Browse or enter the lic | | |
| License | MAC address | IP address | Name |
| V ₉ | (data(076,007) | 171.17.101.08 | Local Area Connection |
| Diagnostics | Company Server | w license file | <u>at license</u> from Interactive Intelligence, Inc. Submit |

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

For more information about documentation and licensing Interaction SIP Proxy, see: <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 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.

| Console Root | C Services (Local) | | | | | | | Actions | _ |
|----------------------|---|-------------------------|-------------|----------|--------------|--------------|---------|------------------|---|
| Component Services | Scifices (Eoculy | P | | | | | | Services (Local) | |
| Event Viewer (Local) | Select an item to view its description. | Name 🔺 | Description | Status | Startup Type | Log On As | | | - |
| 🔍 Services (Local) | | 🖓 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 | | | |

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.

| eraction SIP P | roxy Properties (Local Computer) |
|--|--|
| ieneral Log On | 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: | Automatic |
| <u>Help me confiqu</u> | re service startup options. |
| Service status: | Started |
| Start | Stop Pause Resume |
| You can specify from here. Start parameters: | the start parameters that apply when you start the service |
| | OK Cancel Apply |

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

| eneral Log On | roxy Properties (Local Computer) |
|---|--|
| shordin Log on | necovery Dependencies |
| Service name: | Interaction SIP Proxy |
| Display name: | Interaction SIP Proxy |
| Description: | Interaction SIP Proxy Service |
| ^D ath to executat 'D:\Interactive I | |
| Startup type: | Disabled |
| | |
| | re service startup options, |
| Service status: | Started |
| | |
| Service status: Start | Started |
| Service status: Start You can specify | Started Stop Pause Resume the start parameters that apply when you start the service |

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:

<u>https://my.inin.com/support/products/ic40/Documentation/index.htm</u>. This document is also located 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 page appears.



2. Click Next. The Custom Setup page appears.

| 🔂 Interaction Recorder Remote Content Service Setup | |
|---|--|
| Custom Setup 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 | Next Cancel |

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.

| 🙀 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 |

- 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.

| 🖶 Interaction Recorder Remote Content Serv | iceSetup 📃 🖂 🗙 |
|--|--------------------------------------|
| Please specify the IC Servers Please specify the IC Servers | |
| | service. An IP address or the server |
| | Back Next Cancel |

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.

| 🙀 Interaction Recorder Remo | te Content Service Setup | _ 🗆 🗙 |
|---|---|--------|
| Domain User Validation Enter the user name, passwo | rd and domain name. | |
| | or a user account with administrative privileg ister components and services to run in the | |
| User: | | |
| Password: | Π | |
| Domain: | | |
| | | |
| | Back Next | Cancel |

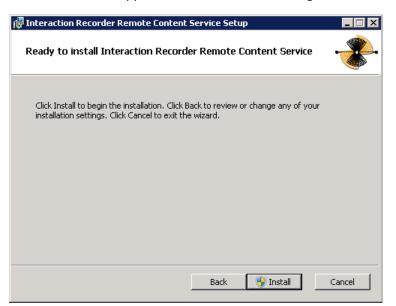
11. In the **Password** box, type the password of the currently logged in user.

Note: The user account that you used to log on to this server 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.

| 🛃 Interaction Recorder Remote Content Service Setup | _ 🗆 🗙 |
|--|--------|
| Interaction Center Server and Credentials Enter the server name. | |
| IC Server: [123.123.123.123] | |
| Use IC Credentials To Login To IC Server. Use IC credentials to establish a connection to the IC server. The Account already exist. Use this option in an environment where the IC Server is in another Domain and a Trust Relationship does not exist. | must |
| User: Password: | |
| Back Next | Cancel |

- 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.

| 🞲 Interaction Recorder Remote Conten | Service Setup | | |
|---|---------------|--------|--|
| Installing Interaction Recorder Remote Content Service | | | |
| 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**.

| 🖓 Interaction Recorder Remote Content Service Setup | | |
|--|--|------------------|
| File Interaction Recorder Rem | Completed the Interaction Recorder Remote Content Service Setup Wizarc Click the Finish button to exit the Setup Wizard. | - - × |
| INTERACTIVE INTELLIGENCE' Deliberately Innovative | | |
| | Back Finish Can | cel |

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).

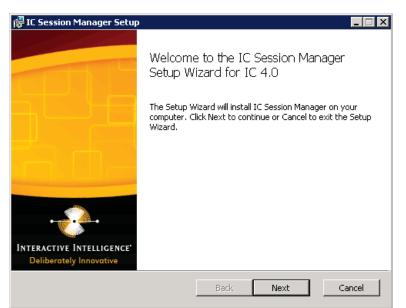
This section contains Interaction Session Manager installation procedures. For information about planning, licensing, requirements, and configuration instructions, see *Session Manager Developer Application Note* in the Technical Reference Documents section of the PureConnect Documentation Library.

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:

 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.

| 🙀 IC Session Manager Setup | _ 🗆 🗙 | | |
|---|--|--|--|
| Custom Setup Select the way you want features to be installed. | | | |
| 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.

| 🖶 IC Session Manager Setup | |
|---|---|
| Domain User Validation Enter the user name, password a | and domain name. |
| | a user account with administrative privileges on this r 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.

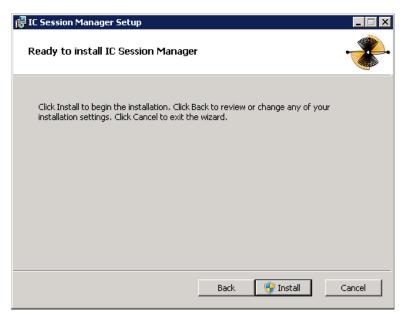
Note: The information you enter is used to connect to the IC server and as the account under which the local service process runs. This account must be a CIC account that is bound to an NT domain account. The NT user must have local administrator rights for the server on which you are installing Session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

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

| 🙀 IC Session Manager Setup | | _ 🗆 🗙 |
|--|--|------------|
| Interaction Center Server an Enter the server name. | nd Credentials | % - |
| IC Server: | | |
| | h a connection to the IC server. The Account must n in an environment where the IC Server is in | |
| User: | | |
| Password: | | |
| | Back Next Car | ncel |

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.

 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.

| 🔂 IC Session Manager Setup | _ 🗆 X |
|---|---------------------|
| 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**.



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 |

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