



Interaction Media Server Appliance

Installation and Configuration Guide

HP ProLiant Gen9 Small Interaction Media Server
HP ProLiant Gen9 Medium Interaction Media Server
HP ProLiant Gen9 Large Interaction Media Server

Interaction Media Server™ 2016 R4 and later

Interaction SIP Proxy Server™ 2016 R4 and later

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 2012 R2 server. Additional configuration is required once the server is connected to the network. This guide describes the basic installation and configuration process for the Interaction Media Server Appliance. DC-014-4.0-IMSD-04

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Introduction

The Interaction Media Server appliance is a pre-certified server that supports CIC applications out of the box. Interaction Media Server is a required subsystem of Customer Interaction Center. 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.

About the Interaction Media Server appliance

The Interaction Media Server appliance is a pre-built Windows Server 2012 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:

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

Safety precautions

For information about rack mounting considerations, electrical and general safety guidelines, and server setup, please review the safety precautions found at <http://www.hp.com/support/Safety-Compliance-EnterpriseProducts>.

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 intended 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 HardwareQuotes@genesys.com.

Factory Image Restoration Procedures

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 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 at: https://help.genesys.com/cic/desktop/welcome_page.html.

Interaction Media Server Technical Reference

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

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

Interaction Media Server Technical Reference is available in the Technical Reference Documents section of the PureConnect Documentation Library at: https://help.genesys.com/cic/desktop/welcome_page.html. This document is also located in the D:\ININ Documentation directory of the Interaction Media Server appliance.

Interaction SIP Proxy Technical Reference

Interaction SIP Proxy is a program that enables a server to act in a similar fashion as a Customer Interaction Center 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).

Additionally, Interaction SIP Proxy can host configuration files and firmware for IP telephones, facilitate locally-based call routes, and provide consistent call routing should a network connection or a Customer Interaction Center server interruption occur.

Note: *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.

Interaction SIP Proxy Technical Reference is available in the Packaged Hardware Documents section of the PureConnect Documentation Library at: https://help.genesys.com/cic/desktop/welcome_page.html. This document is also located in the D:\ININ Documentation directory of the Interaction Media Server appliance.

PureConnect Documentation Library

The PureConnect Documentation Library merges all help systems and documentation installed on the Interaction Media Server into a single searchable unit. You can view or search the entire documentation set for a document title, topic, term, or keyword. The PureConnect Documentation Library is available at:

https://help.genesys.com/cic/desktop/welcome_page.html.

Product Information site

The Product Information site at <https://my.inin.com/product/Documentation/index.htm> is the central location for the latest CIC release information, system software, hardware requirements, telephony platform information, patches, and downloadable utilities.

PureConnect Testlab site

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

Set up the Interaction Media Server appliance

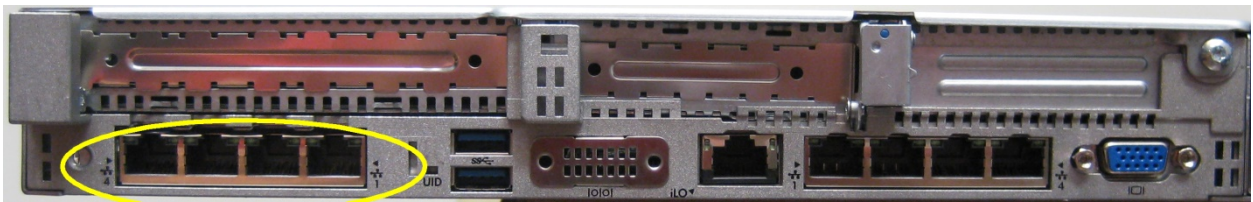
After you confirm the Interaction Media Server appliance contents, review safety precautions, and understand where to obtain help and additional resources information, you are ready to set up the Interaction Media Server appliance.

Preliminary hardware setup

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

1. Unpack the Interaction Media Server appliance and install it on a rack with monitor and keyboard access.
2. Connect the Interaction Media Server appliance to the network.

Note: When running CIC applications, Genesys recommends that you use the four NIC ports on the left side of the server (when viewing from the rear) for best performance.



DL360 (Large/Medium) NIC ports



DL60 (Small) NIC ports

3. Turn on the Interaction Media Server Appliance.

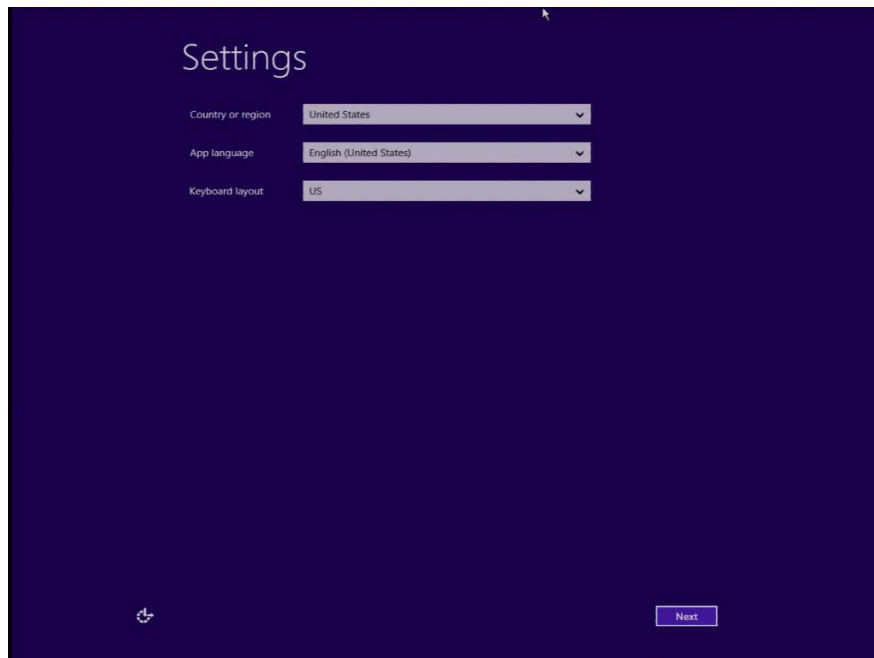
The machine runs through a series of installation and system settings applications and then restarts. The Windows setup wizard opens.

Complete the Windows server OS installation

This section describes how to complete the Windows Server 2012 R2 operating system installation.

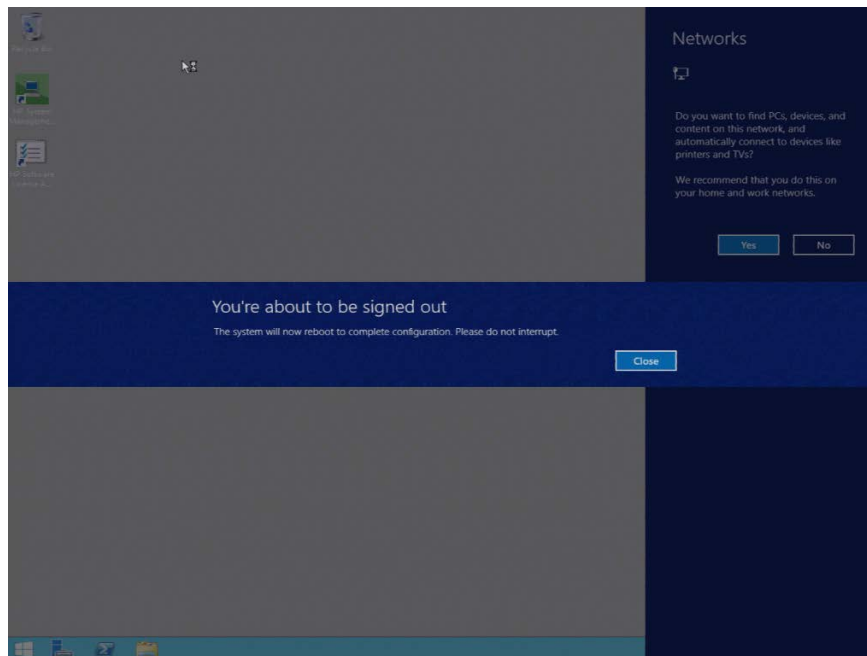
1. Complete the Preliminary hardware setup procedure.

After the restart, the system installs applicable devices, applies system settings, and restarts the machine. After the second system restart, the **Settings** dialog opens.



2. Select the appropriate **Country or region**, **App language**, and **Keyboard layout** from the respective drop down lists and click **Next**.
3. In the **Microsoft Software License Terms** dialog review the agreement and click the **I accept** button.
4. Type a password for the built-in Administrator account to use to sign in to the system. Enter it again to confirm the password, and then click **Finish**.
5. Press **Ctrl+Alt+Delete** to login using the newly-created password.

When the Windows desktop opens, a message appears indicating a system reboot will occur to complete initial system configuration. Do not interrupt the process.



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6. After the system reboots, log in to the system.
7. Minimize the **Server Manager** window and double-click the **HP Software License Agreement** icon located on the Desktop.



8. When the **Hewlett Packard Software License Agreement** screen opens, review the agreement and click **I Agree**.

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

9. Restore the **Server Manager** window to configure the server.

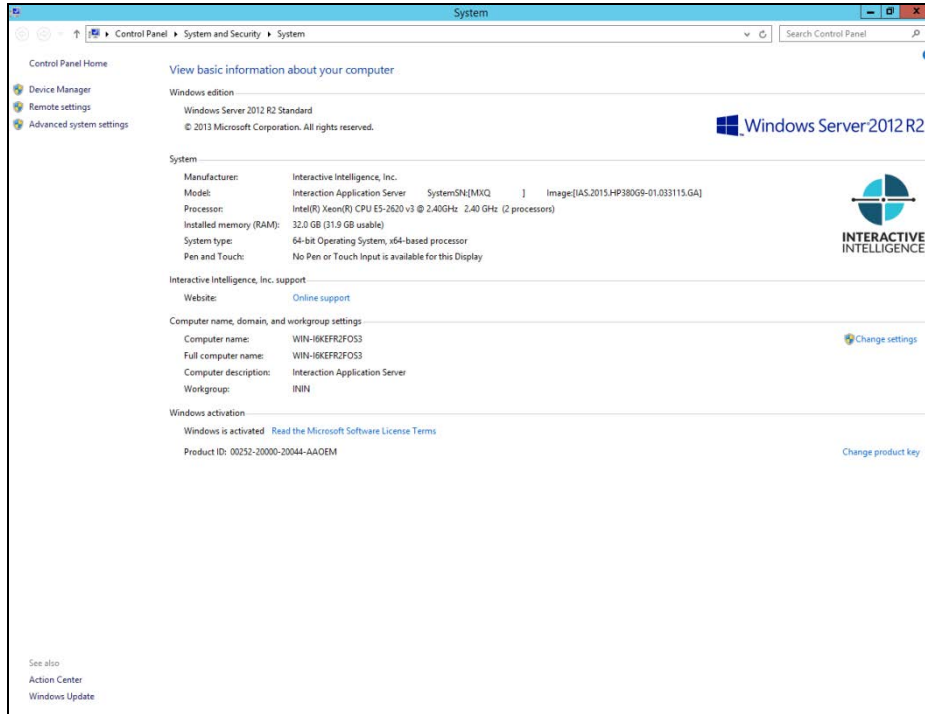
For example, you can set computer information, install updates and determine how future updates are received, and customize settings.

Add the server to the domain

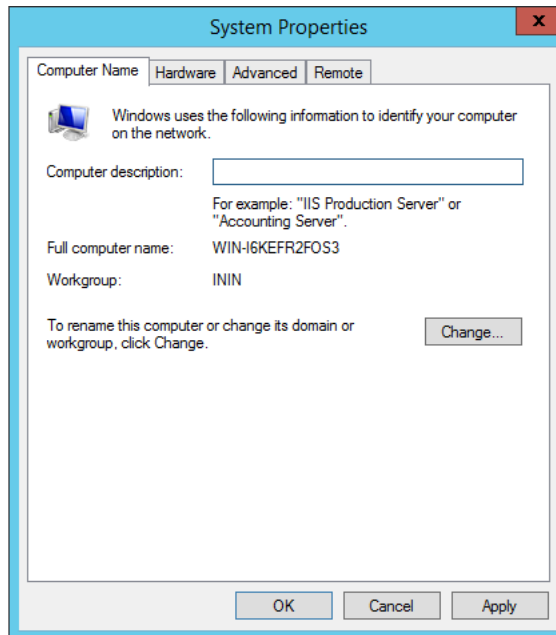
This section describes how to join the Interaction Media Server Appliance to the domain.

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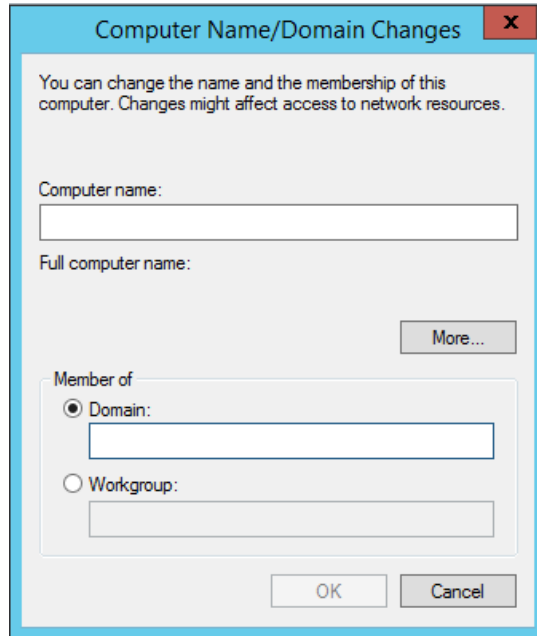
1. On the Windows desktop, right-click the **Start** menu and select **System**. The **System** dialog box opens.



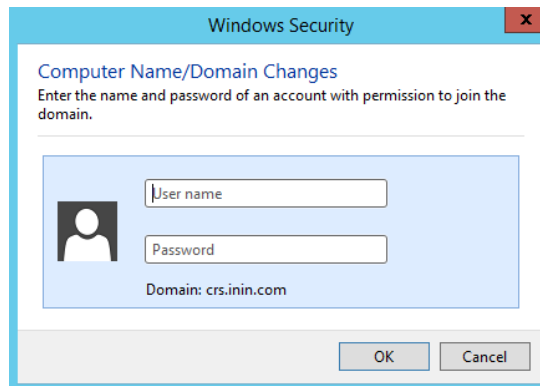
2. In the Computer name, domain, and workgroup settings group, click **Change settings**. The **System Properties** dialog box opens.



3. Click Change. The Computer Name/Domain Changes dialog box opens.



4. Enter the following information in the **Computer Name Changes** screen.
 - **Computer name:** Keep the same server name or, if requested by the network administrator, type a new server name.
 - **Member of:** Click the **Domain** radio button and type the domain name.
5. Click **OK**. The **Windows Security** dialog box opens.



6. In the **User name** and **Password** fields, type the appropriate credentials and click **OK**. The **Computer Name/Domain Changes** dialog box displays a message, welcoming you to the domain.
7. Click **OK**. The **Computer Name/Domain Changes** dialog box displays a message indicating that you must restart the computer to apply the changes.
8. Click **OK**.
9. On the **System Properties** dialog box, on the **Computer Name** tab, click **Close**. The **Microsoft Windows** dialog box opens, and displays a message, again indicating that you must restart the computer to apply the changes.
10. Click **Restart Now**.

Apply licenses

Interaction Media Server requires the following licenses and purchased sessions in the Customer Interaction Center 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 a media engine to use 32 CPU cores, both physical and hyper-threaded, for *media engines* 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 Customer Interaction Center 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 Desktop 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 Customer Interaction Center 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 Customer Interaction Center 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 Customer Interaction Center license. Use the Genesys Online Ordering System to purchase these licenses. You can then download the license from the Genesys License Management website at the following URL address: <http://license.inin.com>.

Interaction Text to Speech (ITTS) licenses

Interaction Media Server provides a native text-to-speech synthesizer as an alternative to other third-party text-to-speech products. Usage of this feature requires a feature license:

I3_FEATURE_MEDIA_SERVER_TTS

You must also purchase the languages that you want to use with the text-to-speech synthesizer.

For the list of currently supported language for Interaction Text to Speech, see the "Supported languages for Interaction Text to Speech" section in *CIC Text to Speech Engine Technical Reference* in the PureConnect Documentation Library at: https://help.genesys.com/cic/desktop/welcome_page.html.

Note: Interaction Text to Speech is a required component for the Secure IVR Playback capability of the Secure Input feature as it synthesizes the DTMF sounds that correlate to the entry of digits through a telephone keypad.

Acquire an Interaction Media Server license

The Genesys License Management website (<http://license.inin.com>) enables you to create Interaction Media Server and Customer Interaction Center licenses. If you have 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 at: 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 on generating your Customer Interaction Center server license for Interaction Media Server, see *PureConnect Licensing Technical Reference* in the PureConnect Documentation Library at: https://help.genesys.com/cic/desktop/welcome_page.html.

Apply an Interaction Media Server license

After you have acquired a Customer Interaction Center license that includes Interaction Media Server, apply it to both Interaction Media Server and Customer Interaction Center.

1. Load the license on Interaction Media Server by doing the following:
 - a. Place your Customer Interaction Center 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.

Example URL:

```
http://mediaserver1.mydomain.com:8084/
```

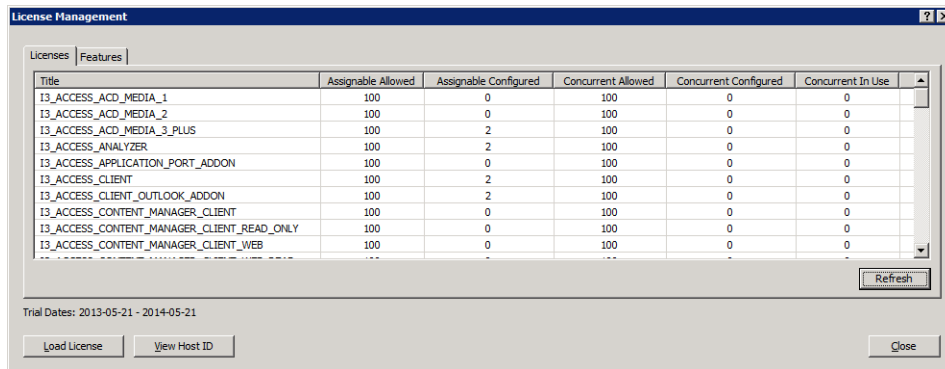
Note: Your address and port number may differ from the example.

Packaged Interaction Media Servers use HTTP port 8083. Software-only installations of Interaction Media Server default to HTTP port 8084.

You are prompted to supply a user name and password.

- c. Log on to the Interaction Media Server configuration webpage with the administrative user ID and password. The **Status-About** page appears.
 - d. In the upper right corner, click the **Config** icon. The **Config-Servers** page appears.
 - e. On the left side of the page, click the **License** tab. The **Config-License** page appears.
 - f. Click the **Add License** hyperlink. The **To add a License** page appears.
 - g. Follow the instructions at the top of the page.
 - h. Once the license is loaded, select the **Servers** icon on the left side of the page.
 - i. Choose a Customer Interaction Center server to which this Interaction Media Server will connect and click the **Server** button that is associated with that server. The **Configuration of Command Server** page appears.
 - j. In the **Accept sessions** list, select **Yes**.
 - k. Select the **Apply Changes** button.
 - l. Repeat the **Accept sessions** configuration for each Customer Interaction Center server with which this Interaction Media Server will communicate.
2. Load the license on Customer Interaction Center by doing the following:
 - a. Place the license file in a local or network-accessible directory.
 - b. Open Interaction Administrator and select **File > License Management**. The **License Management** dialog box appears.

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3. Click Load License. The **Load License** dialog box appears.
4. 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 Customer Interaction Center.
5. Click **Close** to complete the process.

The Interaction Media Server that you configured to communicate with this Customer Interaction Center server is now displayed in Interaction Administrator under the **Configuration > Media Servers > Servers** object.

Apply the Interaction SIP Proxy license

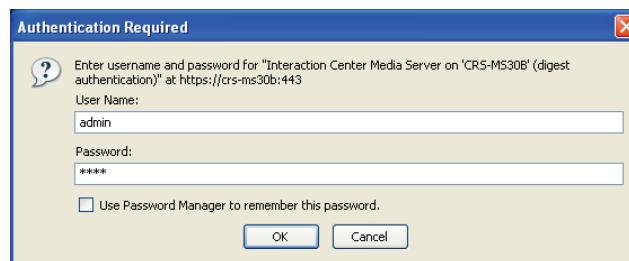
Interaction SIP Proxy is pre-installed on the hard drive of the appliance and its service starts automatically. However, Interaction SIP Proxy remains idle until it is activated with a license file and configured to manage SIP traffic.

After you acquire a CIC 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 CIC administrative user ID and password. The default **User Name** is *admin* and the default **Password** is *1234*. Be sure to change these default values as soon as possible.



The exact appearance of the credentials dialog depends on which browser you use.

4. Click **OK**. The **Status-About** page opens, indicating that a license is required.
5. Select the **License page** hyperlink. The **System-License** page opens.
6. Follow the instructions at the top of the page.

For more information about documentation and licensing Interaction SIP Proxy, see the Interaction SIP Proxy page at: <https://my.inin.com/products/SIPProxy/pages/default.aspx>, or click the **Help** icon in the Interaction SIP Proxy web interface.

Important additional configuration

Because this server contains multiple Network Interface Cards (NICs), for best performance you must set the values for **RtpAddressLocal** and **RtpAddressLocalMask**.

For more information about setting these values, see the "Configure Interaction Media Server to use a network interface for RTP communications" and "Interaction Media Server Config-Properties page" sections in the Interaction Media Server Technical Reference in the PureConnect Documentation Library at: <http://help.inin.com>.

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.

Save an as-configured system state

This feature enables 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* document for more information.

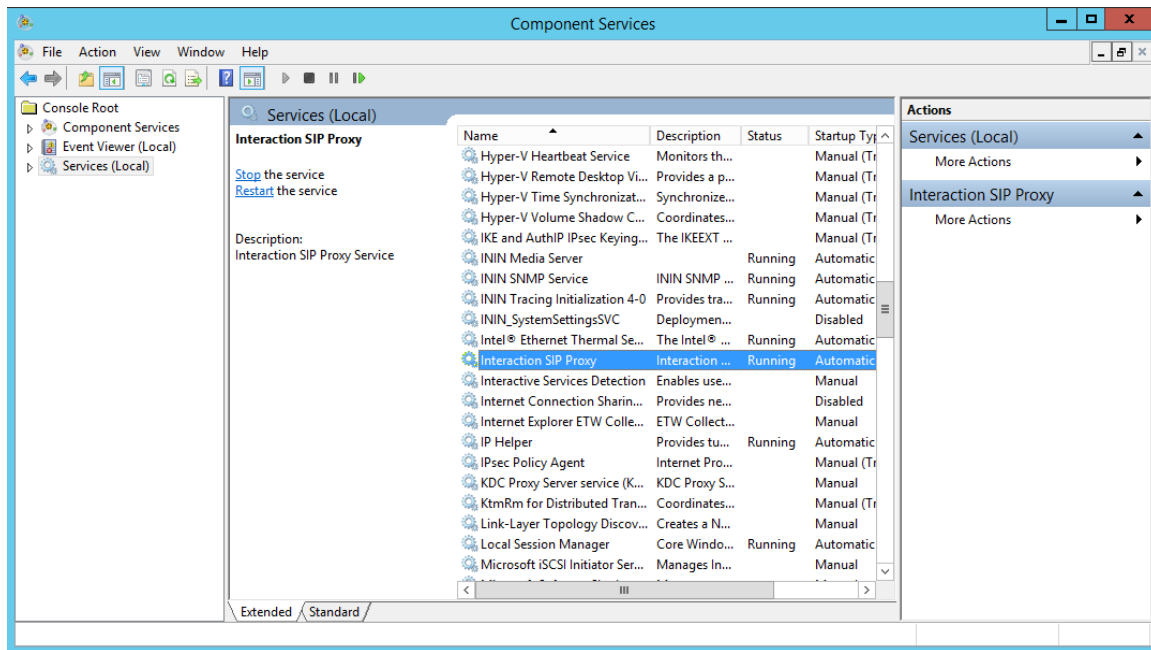
The *Factory Image Restoration Procedures* document is included in the box with the Interaction Media Server appliance, and is also located in the Packaged Hardware Documents section of the PureConnect Documentation Library.

For the latest version of the document, see the PureConnect Documentation Library at: https://help.genesys.com/cic/desktop/welcome_page.html.

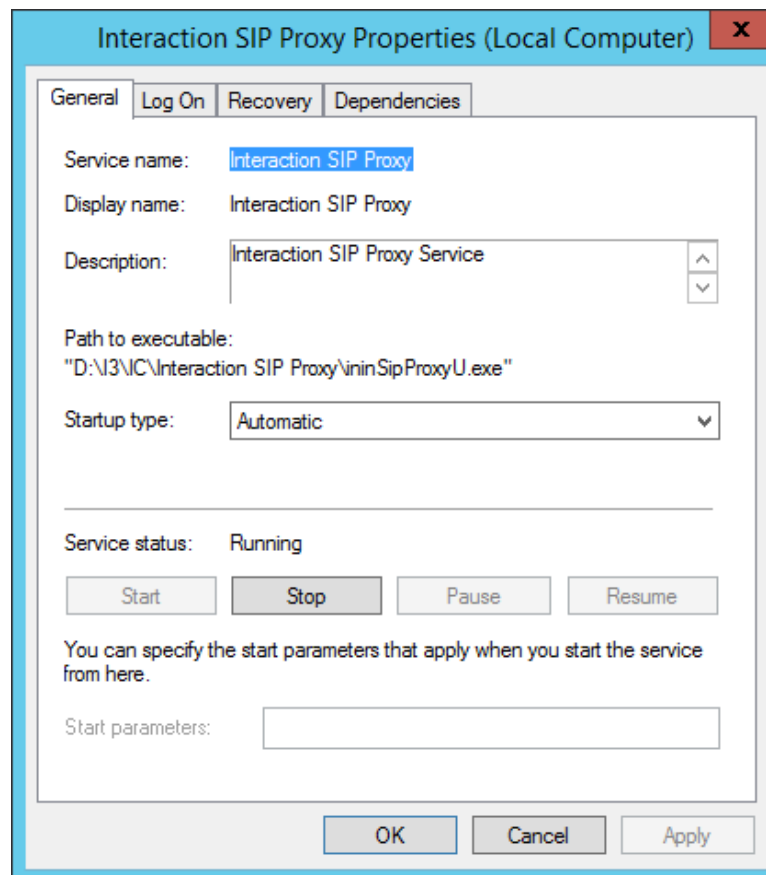
Disable Interaction SIP Proxy

1. Open the Start menu, select Administrative Tools, and choose Component Services. The **Component Services** dialog opens.

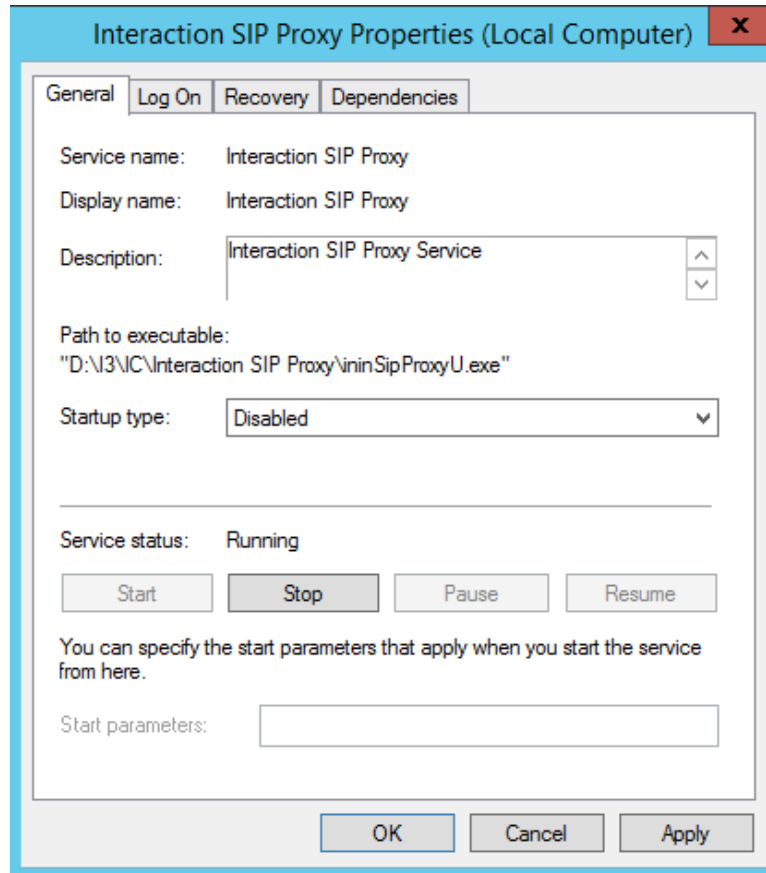
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2. Select the Services (Local) node and in the Services (Local) list, double-click Interaction SIP Proxy. The **Interaction SIP Proxy Properties** dialog opens.



- In the **Startup** type drop-down list, select **Disabled**.



- Click **OK**. Interaction SIP Proxy is disabled until you change the **Startup** type to **Automatic**.

Interaction Recovery Module

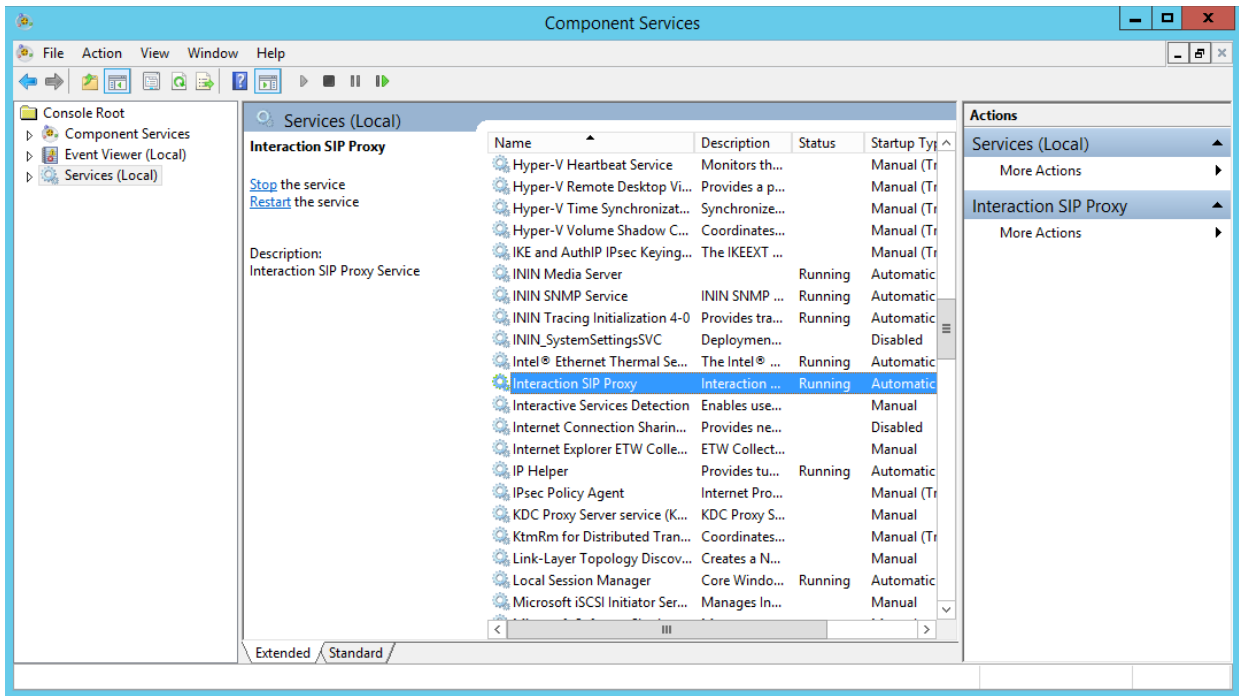
This Interaction Media Server appliance is equipped with a factory restore feature using an internal USB flash drive (“Interaction Recovery Module”). This module does not appear under **My Computer** but is visible in the **Disk Management console** as the **ININ_RECOV** volume.

Important!

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

For instructions on how restore the appliance (operating system and/or 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.

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Change log

Change	Date
<ul style="list-style-type: none"> • Updated Title page, Copyright page and Platform Statement page. • Updated document part number • Updated content to comply with Gen9 servers, which replace the Gen 8 models. • Updated to Windows Server 2012 R2. • Removed references to Interaction Recorder Remote Content Service and Interaction Session Manager, both of which are not supported in this release. • Removed references to Audiocodes M800 as the small media server, not currently supported. 	December 8, 2015
<ul style="list-style-type: none"> • Updated Copyright and Trademark Information page. • Updated content for new Gen9 small server. • Reorganized content and added Apply licenses heading. 	September 2, 2016
Rebranded to Genesys.	May 4, 2018

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