GENESYS™

Interaction Media Server Appliance

Installation and Configuration Guide

HP ProLiant Gen10 Small Interaction Media Server

HP ProLiant Gen10 Medium Interaction Media Server

HP ProLiant Gen10 Large Interaction Media Server

Interaction Media Server™ 2018 R4 and later

Interaction SIP Proxy Server™ 2018 R4 and later

Last updated August 14, 2018

Abstract

The Interaction Media Server appliance is a pre-built Windows Server 2016 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.

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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 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.

About the Interaction Media Server appliance

The Interaction Media Server appliance is a pre-built Windows Server 2016 server. Genesys pre-installs the Interaction Media Server and Interaction SIP Proxy software on the server. The server requires more configuration once the server connects to the network.

Interaction Media Server appliance contents

Included in the box with the Interaction Media Server appliance are the 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, see the safety precautions at: http://www.hpe.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.

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.

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 library contains the latest versions of PureConnect documentation. The PureConnect Documentation Library is available at: https://help.genesys.com/cic/desktop/welcome_page.html.

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

For instructions on how to restore the factory image (operating system and PureConnect software) using an internal USB flash drive (Interaction Recovery Module), see the *Factory Image Restoration Procedures Technical Reference*. This document is available in the PureConnect Documentation Library.

Interaction Media Server Technical Reference

This document has many references to the *Interaction Media Server Technical Reference*, the guide for new installation and configuration of Interaction Media Server.

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

This document is available in the D:\PureConnect Documentation directory on the Interaction Media Server appliance and in the PureConnect Documentation Library.

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 occurs.

> **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.

This document is available in the D:\PureConnect Documentation directory on the Interaction Media Server appliance and in the PureConnect Documentation Library.

Genesys Product Information website

The Genesys Product Information site at: https://my.inin.com/products/pages/default.aspx is the central location for the latest CIC release information, system software, hardware requirements, telephony platform information, patches, 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.

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.

3. Turn on the Interaction Media Server Appliance. The computer runs through a series of installation and system settings applications and then restarts. The Windows setup wizard appears.

Complete the Windows server OS installation

This section describes how to complete the Windows Server 2016 operating system installation.

1. Complete the Preliminary hardware setup procedure. After the restart, the system installs applicable devices, applies system settings, and restarts the computer. After the second system restart, the **Settings** page appears.
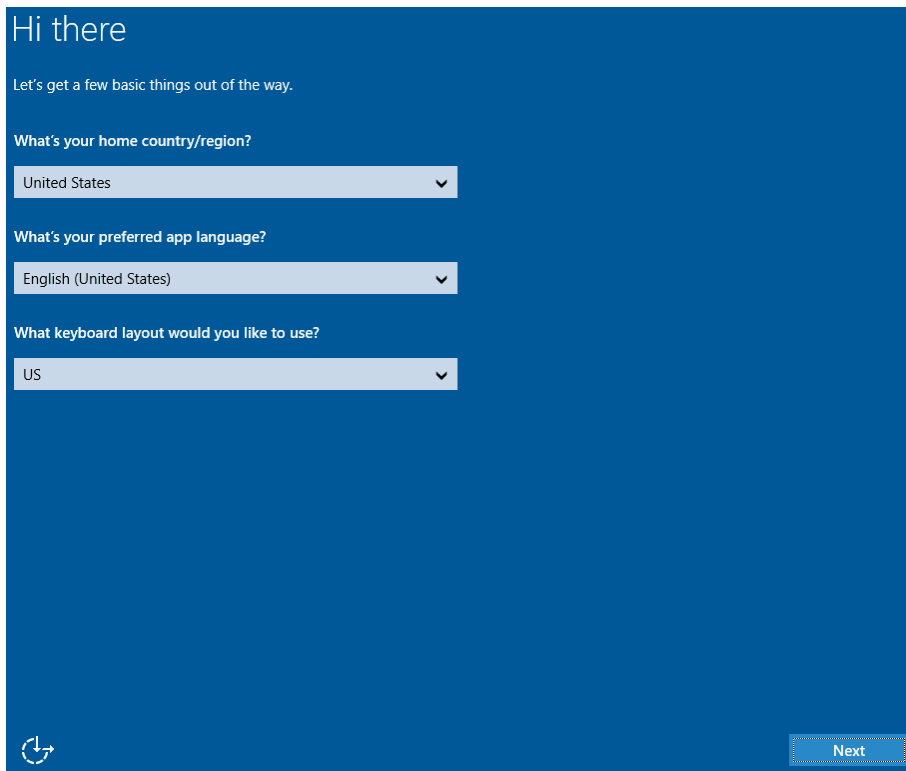
2. Select the appropriate **Country or region**, **App language**, and **Keyboard layout** from the respective list boxes and then click **Next**.

3. On the **Microsoft Software License Terms** page, review the agreement and then click **I accept**.

4. Type a password for the built-in Administrator account to use to log on to the system.

5. Type it again to confirm the password and then click **Finish**.

6. Press **Ctrl+Alt+Delete** to log on using the new password. When the Windows desktop appears, a message displays indicating that a system restart will occur to complete initial system configuration. Do not interrupt the process.
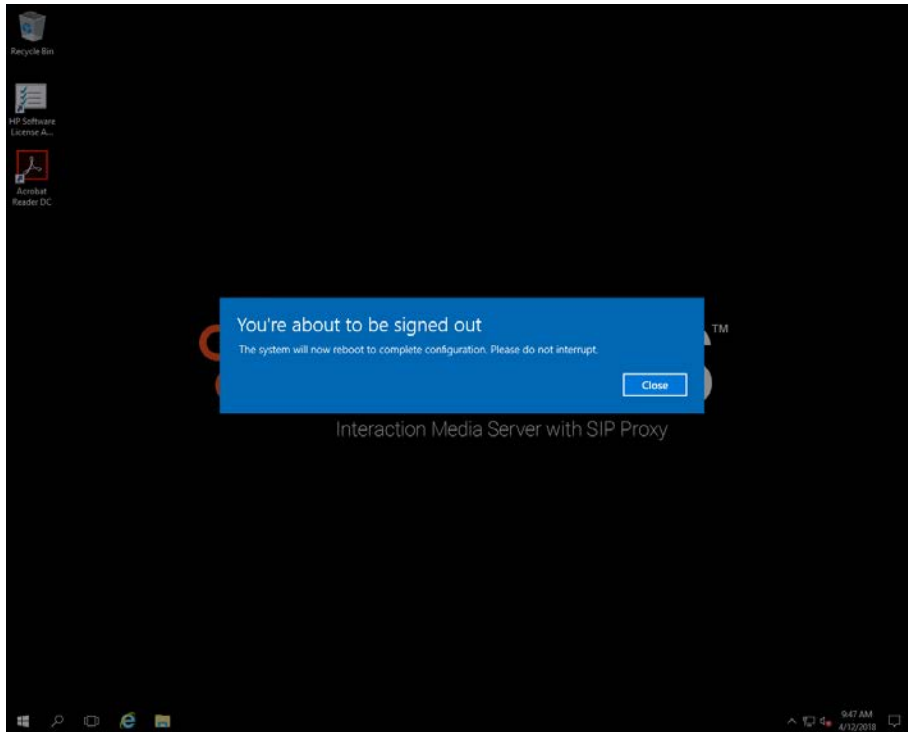
7. After the system restarts, log on to the system.

8. Minimize the **Server Manager** window and then double-click the **HP Software License Agreement** icon on the Desktop.
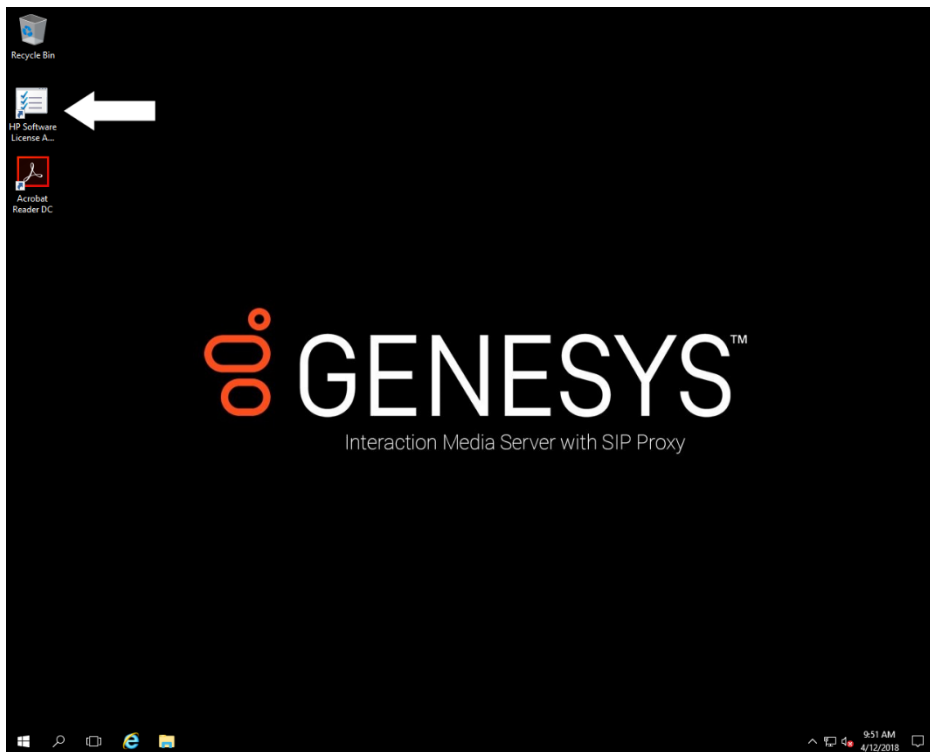
9. When the **Hewlett Packard Software License Agreement** dialog box appears, review the agreement and then click **I Agree**.

> **Note:** If you click **I Disagree**, the **Shutdown Server?** dialog box appears. Click **Yes** to turn off the server.

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

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

Add the server to the domain

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

1. On the Windows desktop, right-click the **Start** menu and then click **System**. The **System** dialog box appears.
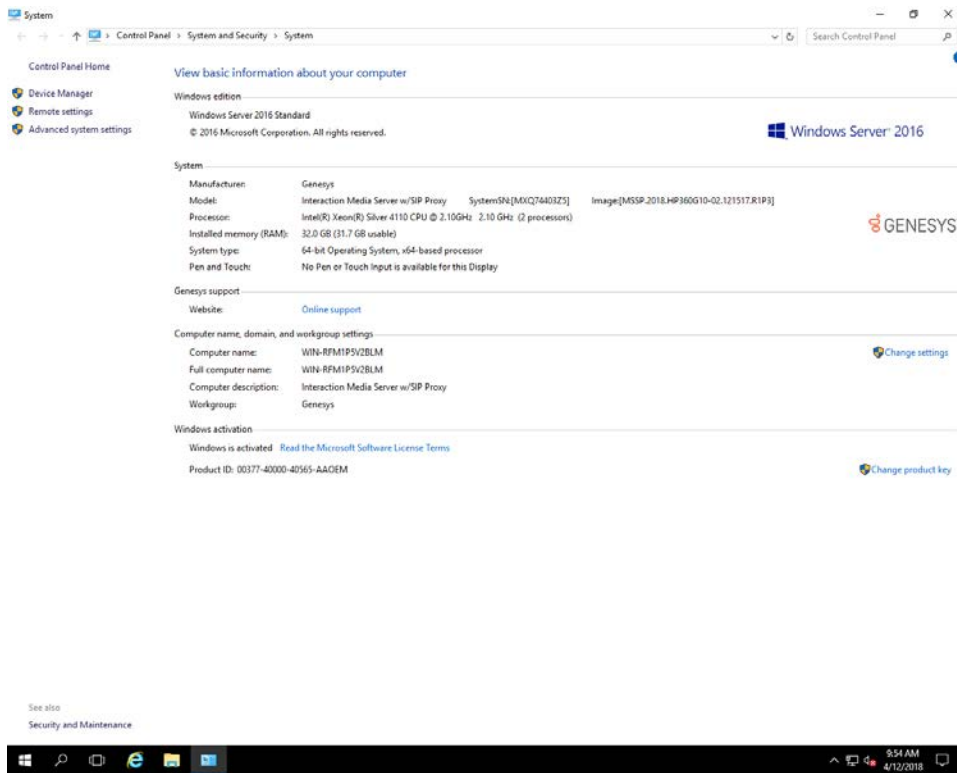
2. In the **Computer name**, **domain**, and **workgroup settings** group, click **Change settings**. The **System Properties** dialog box appears.
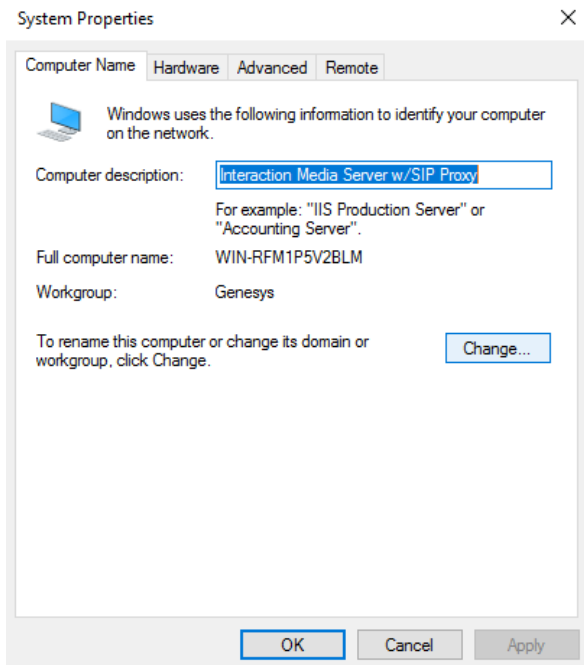
3. Click **Change**. The **Computer Name/Domain Changes** dialog box appears.
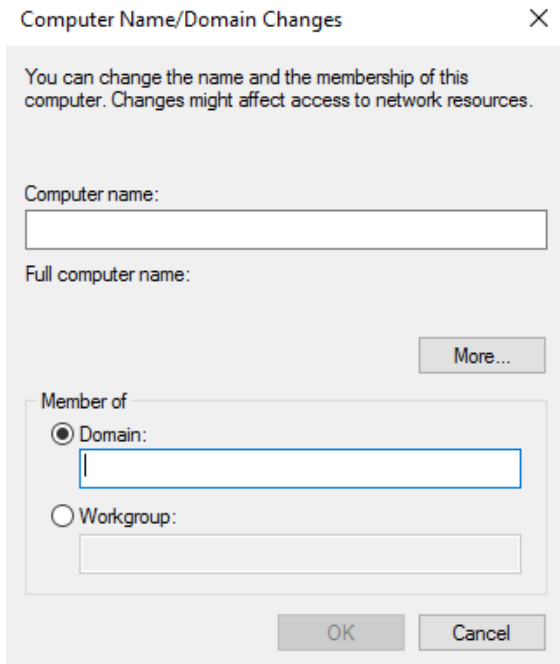
4. Type the following information in the **Computer Name Changes** dialog box.

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

   Member of: Click the **Domain** option and then type the domain name.

5. Click **OK**. The **Windows Security** dialog box appears.

Windows Security   ×

Computer Name/Domain Changes

Enter the name and password of an account with permission to join the domain.

User name

Password

Domain: crs.inin.com

OK   Cancel

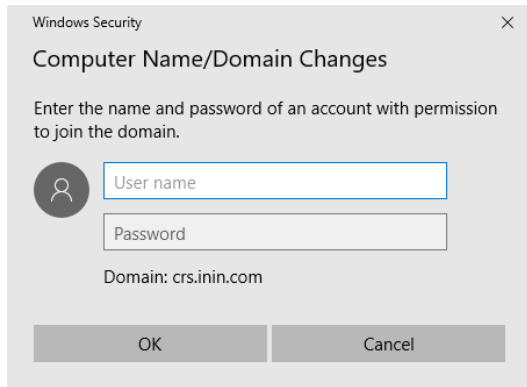6. In the **User name** and **Password** boxes, type the appropriate credentials and then click **OK**. The **Computer Name/Domain Changes** dialog box displays a message, welcoming you to the domain.

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. In the **System Properties** dialog box, on the **Computer Name** tab, click **Close**. The **Microsoft Windows** dialog box appears with a message 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 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 with the Interaction Media Server software.

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

Each audio operation on an Interaction Media Server requires a media session. 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 definitions are 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 the *Interaction Desktop* documentation.

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 definitions are 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 definitions are 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 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.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

Purchase a license specifying the number of simultaneous sessions that Interaction Text To Speech allows:

I3_SESSION_MEDIA_SERVER_TTS

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 the *CIC Text to Speech Engine Technical Reference*.

Note: Interaction Text to Speech is a required component for the Secure IVR Playback capability of the Secure Input feature. 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) allows you to create Interaction Media Server and CIC licenses. If you purchased the appropriate products, Genesys certifies and authorizes you to generate these licenses through the website.

If Genesys didn't certify you to log on to this website, you can contact Genesys at: licenseissues@inin.com

When you contact Genesys through this email address, include your order number and request a license file. If you are installing the Interaction Media Server software on your own hardware, which you didn't purchase from

Genesys, include your server name and MAC address ID numbers for the computer 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 Technical Reference*.

Apply an Interaction Media Server license

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

1. Do the following to load the license on the Interaction Media Server:

    a. Place your CIC license on a local or shared network location.

    b. Open a web browser and navigate to the address and port number of the Interaction Media Server web interface.

        Example address:

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

        > **Note:** Your address and port number could differ from the example.

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

    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 loads, click the **Servers** icon on the left side of the page.

    i. Choose a CIC server to connect to this Interaction Media Server and then click **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 for this Interaction Media Server to communicate with.

2. Do the following to load the license on the CIC server:

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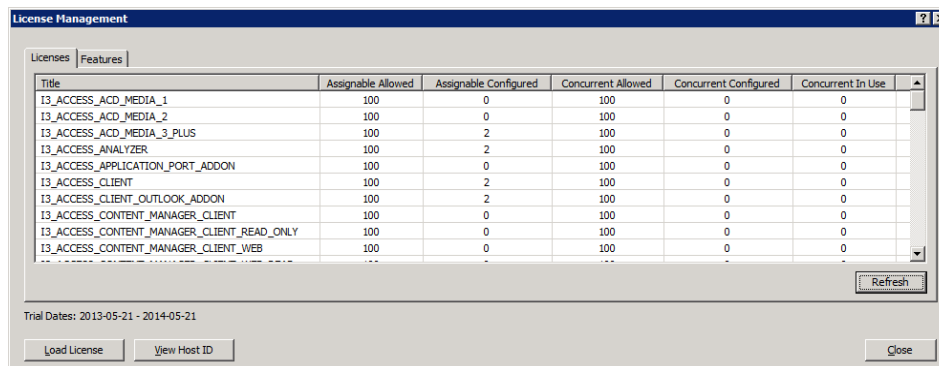
    c. Click **Load License**. The **Load License** dialog box appears.

    d. In the **Load License** dialog box, navigate to the location of the license file and then double-click the license file. The included licenses and features load onto the CIC server.

    e. Click **Close** to complete the process.

The Interaction Media Server that you configured to communicate with this CIC server appears in Interaction Administrator under the **Configuration** > **Media Servers** > **Servers** object.

Apply the Interaction SIP Proxy license

Genesys pre-installs Interaction SIP Proxy on the hard drive of the appliance and its service starts automatically. However, Interaction SIP Proxy remains idle until you activate it with a license file and configure it 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 address and port number of the Interaction SIP Proxy web interface.

> **Note:** The address format is: **http://mediaserver1:8080/**. Your address is likely 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).

3. Log on to the Interaction SIP Proxy configuration website with the CIC administrative user ID and password. The default **User Name** is *admin* and the default **Password** is *1234*. Change these default values as soon as possible.
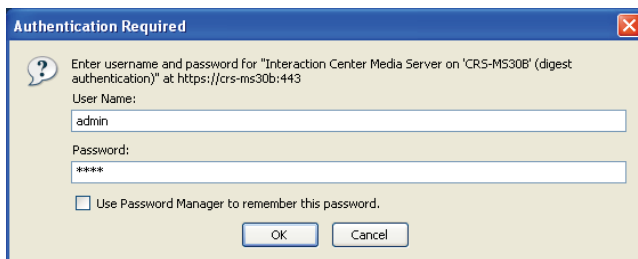
The exact appearance of the credentials dialog depends on which browser you use.

4. Click **OK**. The **Status-About** page appears, indicating that the system requires a license.

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 for Interaction SIP Proxy, see: https://my.inin.com/products/SIPProxy/pages/default.aspx, or click the **Help** icon in the Interaction SIP Proxy web interface.

Optional post-installation configuration

The Interaction Media Server appliance at the customer site can also include one or more optional servers/services. Most require more licenses and customization.

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

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 you need to restore the server after a server component failure (for example, hard drive

failure). To use this feature, Genesys recommends that you do so soon after a good working configuration is in place. For more information, see the *Factory Image Restoration Procedures Technical Reference*.

Disable Interaction SIP Proxy

1. Open the **Start** menu, click **Administrative Tools**, and then click **Component Services**. The **Component Services** dialog box appears.
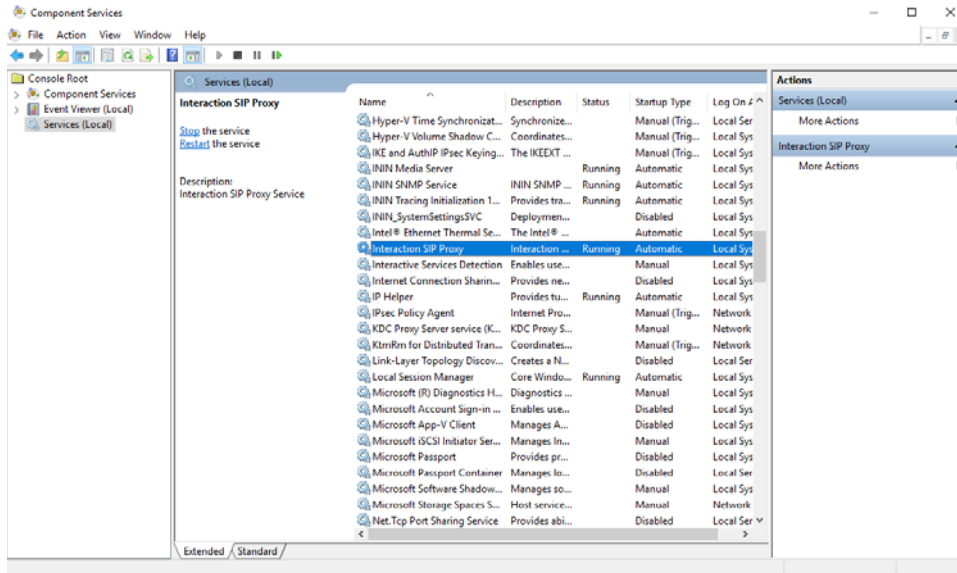
2. Expand the **Services (Local)** node and in the **Services (Local)** list, double-click **Interaction SIP Proxy**. The **Interaction SIP Proxy Properties** dialog box appears.
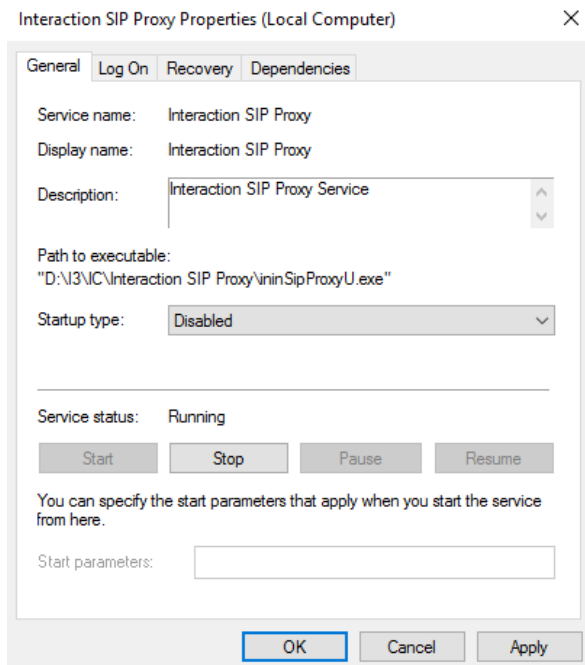
3. In the **Startup type** list box, click **Disabled** and then click **OK**. Interaction SIP Proxy is unavailable until you change the **Startup type** to **Automatic**.

Interaction Recovery Module

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

Important!

Do not attempt to mount or modify the contents of the 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 on the Interaction Recovery Module, see the *Factory Image Restoration Procedures Technical Reference*.