



Interaction Media Server™ Appliance

Installation and Configuration Guide

For

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

Interaction Media Server™
Interaction SIP Proxy Server™

Version 4.0

Last updated May 3, 2018

(See [Change Log](#) for summary of changes made to this document since GA.)

Abstract

The Interaction Media Server Appliance is a pre-built Windows Server 2008 R2 server. 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

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PureConnect Platform Statement

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

Products based on the PureConnect Platform include:

Customer Interaction Center® (CIC)

Messaging Interaction Center™ (MIC™)

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

How do I know if I have a documented feature?

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

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

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

Introduction

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

In this chapter:

- 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 installers are staged 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, staged for installation Media Server, including an internal USB flash drive (“Interaction Recovery Module”) for restoring the factory image.
- Interaction Media Server Appliance “goody bag” containing the Interaction Media Server Appliance Installation and Configuration Guide (this guide), Factory Image Restoration Procedures technical reference, HP ProLiant server Essentials Foundation Pack disk package and documentation disk, Quality Assurance Report and Burn In Report.
- Rails for the server rack, along with accompanying documentation.

Safety Precautions

Please review the safety precautions included in the HP ProLiant Essentials foundation Pack for information about rack mounting considerations, electrical and general safety guidelines, and server setup. You can find more information on the enclosed HP ProLiant server Essentials Foundation Pack disk package and 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* of an Interaction Media Server Appliance.

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 the Media Server in general, see the documents and Web site pages listed in this section.

Interaction Media Server Appliance Hardware Specifications

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

Factory Image Restoration Procedures

See the *Factory Image Restoration Procedures* document, included with the appliance on the D: drive in the ININ Documentation directory (D:\ININ Documentation), 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").

Interaction Media Server Technical Reference

The *Interaction Media Server Appliance Installation and Configuration Guide* (this guide) makes many references to the *Interaction Media Server Technical Reference*, the technical reference guide for new installations performed from the Media Server 4.0 software product DVD.

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.

Check the PureConnect Documentation Library at <http://help.genesys.com>, or in the Interaction Media Server Appliance's D:\ININ Documentation directory, for the latest version.

Interaction SIP Proxy Installation and Configuration Guide

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

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 an CIC server interruption occur.

Note: The *Interaction SIP Proxy Installation and Configuration Guide* provides instructions to install or upgrade the Interaction SIP Proxy, and also describes initial configuration tasks needed for operation.

The *Interaction SIP Proxy Installation and Configuration Guide* is available in the Technical Reference Documents section of the PureConnect Documentation Library.

Check the PureConnect Documentation Library at <http://help.genesys.com>, or in the Interaction Media Server Appliance's D:\ININ Documentation directory, for the latest version.

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 <http://help.genesys.com>.

Genesys Support Web site

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

Genesys Test Lab site

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

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.

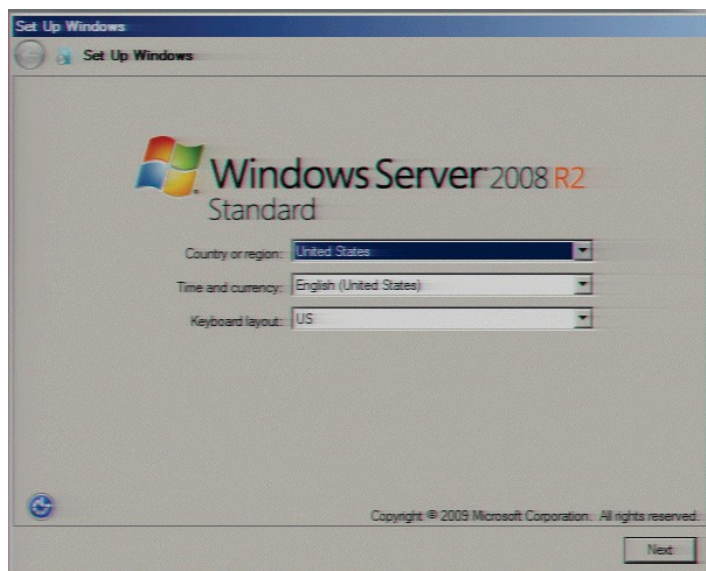
Note: The Media Server and SIP Proxy 4.0 installers are located in the D:\ININInstallers directory.

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 opens.

Complete the Windows server OS installation

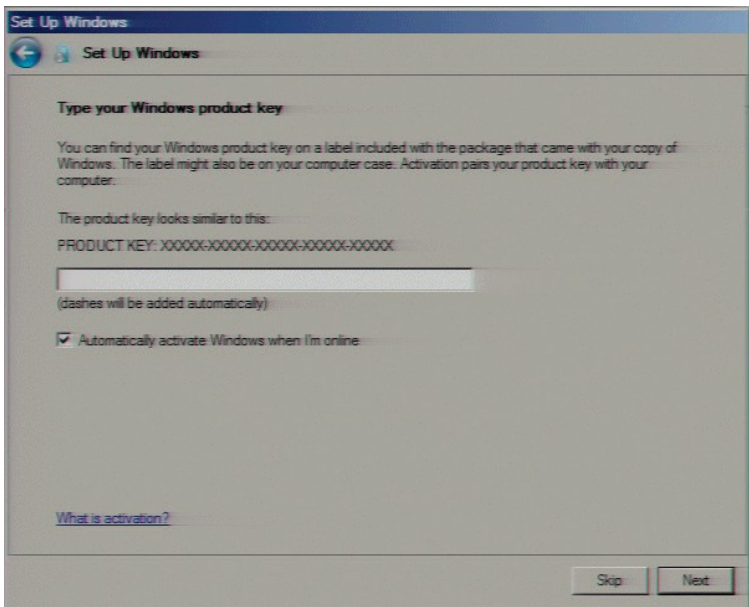
This section describes how to run the **Set Up Windows** wizard and perform other tasks to complete the Windows Server 2008 R2 operating system installation.

Run the **Set Up Windows** wizard. The system installs applicable devices, applies system settings, and reboots the machine. When the system reboots, the **Set Up Windows** dialog opens.



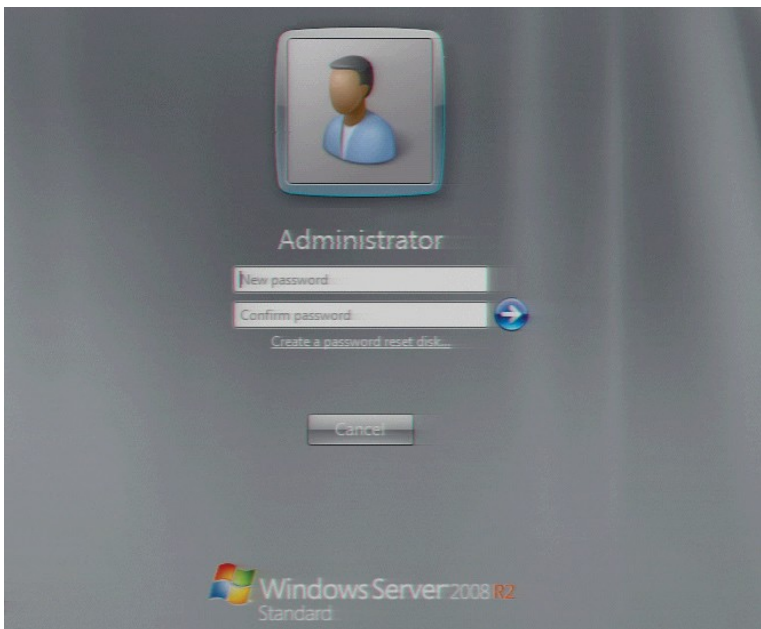
Select the appropriate Country or Region, Time and Currency, and Keyboard layout from the respective drop down lists and click **Next**.

(For 100 Series Models only) In the **Type your Windows Product Key** screen, type the Microsoft Windows Server Product Key and click **Next**.



In the **Microsoft Software License Terms** dialog review the agreement, select the **I accept the license terms** check box, and click **Start**.

After Windows finalizes the settings and returns a message stating the user's password must be changed before logging on for the first time, click the **OK** button. The Administrator login appears. Type the Administrator password, enter it again to confirm the password, and then click the right arrow key.



When the **Your password has been changed** message appears, click the **OK** button. Windows prepares your desktop.

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.

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

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_REC OV** volume.

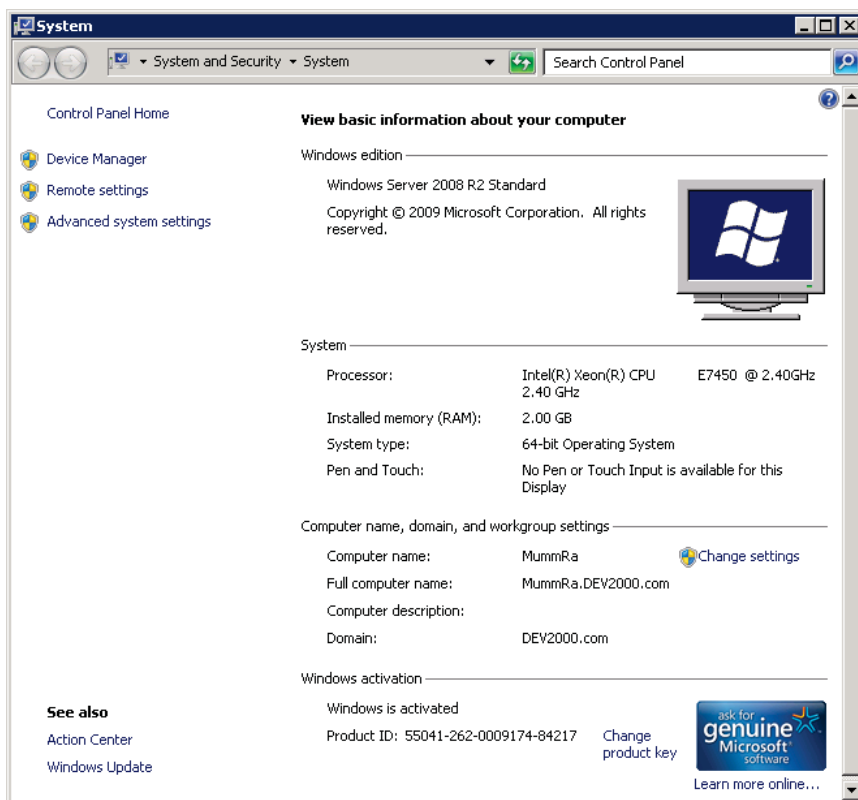
Important: Do not attempt to mount or modify the contents of the Interaction Recovery Module. Doing so may result in the inability to restore the system to its factory state in the future.

For instructions on how to 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 Customer Interaction Center Server.

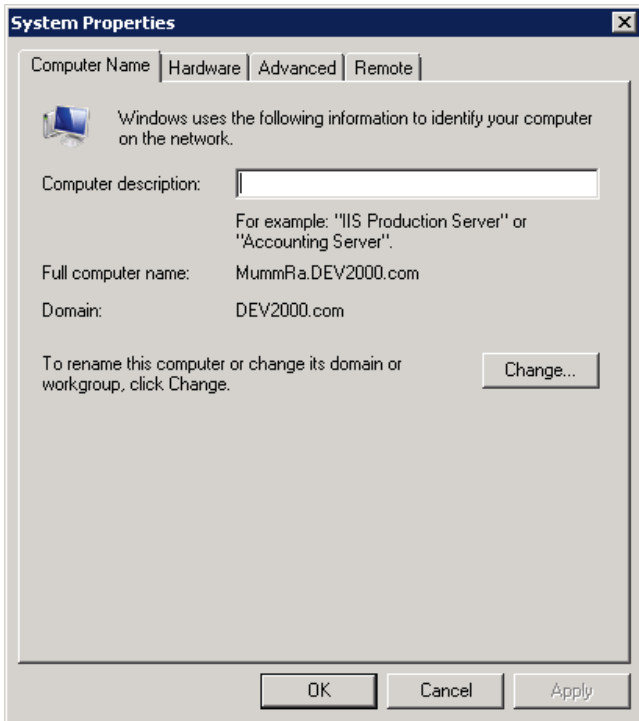
Add the server to the domain

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

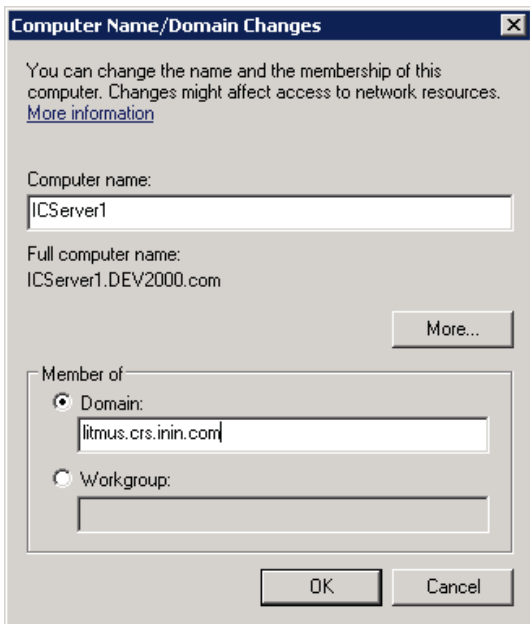
1. On the Windows desktop, right-click **Computer**, and select **Properties**. The **System** dialog box opens.



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



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

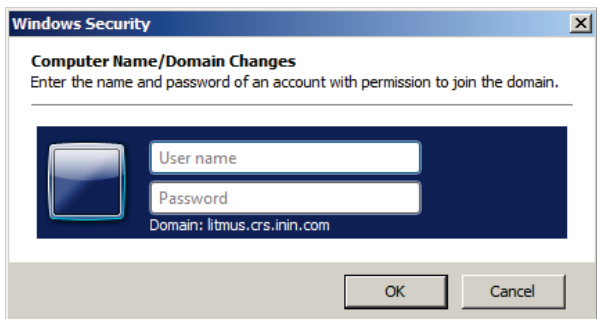


4. Enter the following information in the **Computer Name Changes** screen.

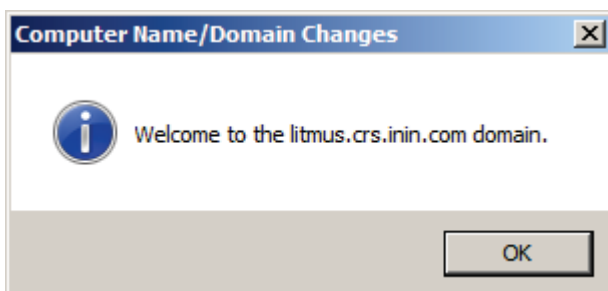
Computer name: Keep the same server name or, if requested by the network administrator, type a new server name.

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 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. Click **Restart Now**.

Optional Post-Installation Configuration

Optional installs and utilities

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

Integrated Lights-Out 3 (iLO 3)

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

Change Log

Change	Date
Rebranded to Genesys.	September 21, 2017
Updated document format.	May 3, 2018

Interaction Media Server Appliance Installation and Configuration Guide

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