PureConnect®

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See Change Log for summary of changes.

Interaction Media Server Appliance 04

Installation and Configuration Guide

Abstract

The Interaction Media Server appliance is a pre-built Windows Server 2012 R2 server. Additional configurations required after connecting the server to the network. This guide describes the basic installation and configuration process for the Interaction Media Server Appliance. DC-014-4.0-IMSD-04

For the latest version of this document, see the PureConnect Documentation Library at: http://help.genesys.com/cic.

Table of Contents

Introduction to Interaction Media Server Appliance

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.

The *Interaction Media Server Appliance Installation and Configuration Guide is* for partners and implementers who plan to install and configure the appliance. It describes the Interaction Media Server appliance and the procedures for a successful basic installation and configuration of an Interaction Media Server appliance, pre-installed components, and staged-for-installation components.

While the Interaction Media Server appliance simplifies the installation process, it does not eliminate the need for a qualified installer.

About the Interaction Media Server appliance

The Interaction Media Server appliance is a pre-built Windows Server 2012 R2 server. Genesys pre-installs the Interaction Media Server and Interaction SIP Proxy software on the server. The server requires more configuration after connection 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 the *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.hp.com/support/Safety-Compliance-EnterpriseProducts.

Other resources

For more information about the Interaction Media Server appliance and Interaction Media Server in general, see the following documents and website pages.

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 any PureConnect software) using an internal USB flash drive ("Interaction Recovery Module"), see the [Factory Image Restoration Procedures Technical Reference](#).

Interaction Media Server Technical Reference

For more information about installation and configuration of Interaction Media Server, see the [Interaction Media Server Technical Reference](#).

Interaction SIP Proxy Technical Reference

Interaction SIP Proxy is a program that allows 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). Interaction SIP Proxy can also 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.

For more information about installation and configuration of the Interaction SIP Proxy software, see the Interaction SIP Proxy Technical Reference.

PureConnect Resource Center

The PureConnect Resource Center is the central location for the latest CIC release information, documentation, system software and hardware requirements, and downloads.

Genesys Testlab site

The Genesys Testlab site is a resource for tracking the latest hardware and software components that Genesys tested, approved, and recommended for use with PureConnect products.

Set up the Interaction Media Server Appliance

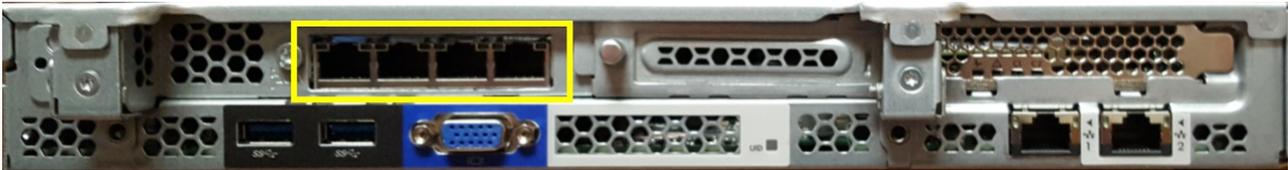## Preliminary Hardware Setup

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

Follow these instructions 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.
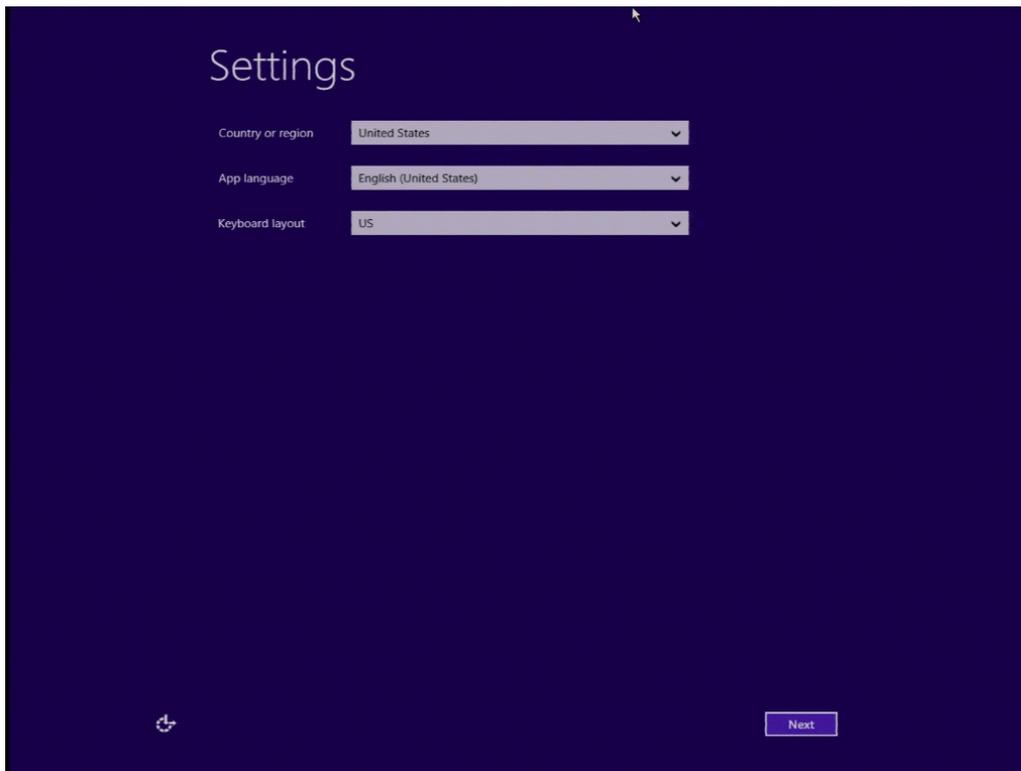
2. Select the appropriate **Country or region**, **App language**, and **Keyboard layout** from the respective drop down lists and click **Next**.

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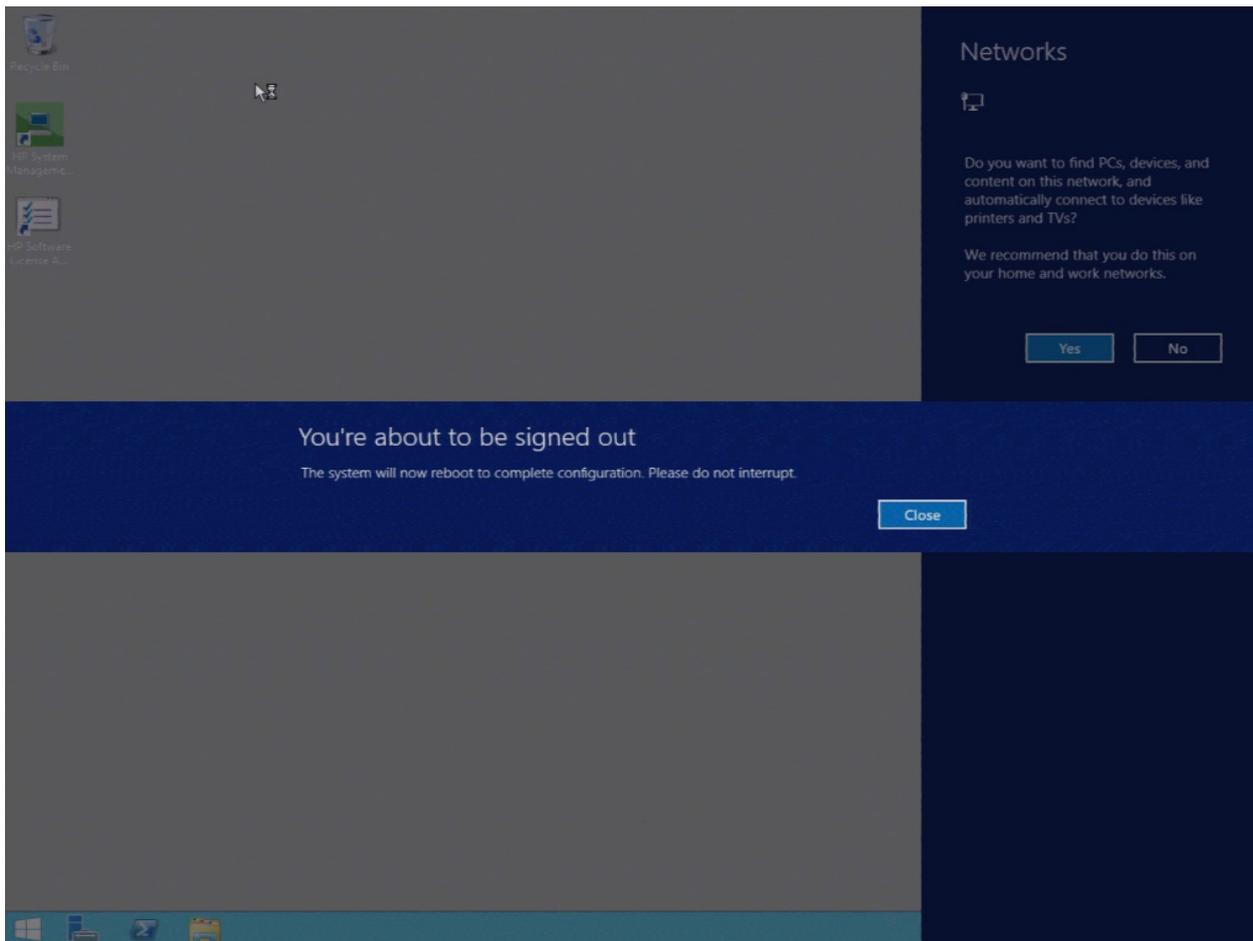
6. After the system reboots, log in to the system.
7. Minimize the **Server Manager** window and double-click the **HP Software License Agreement** icon located on the Desktop.

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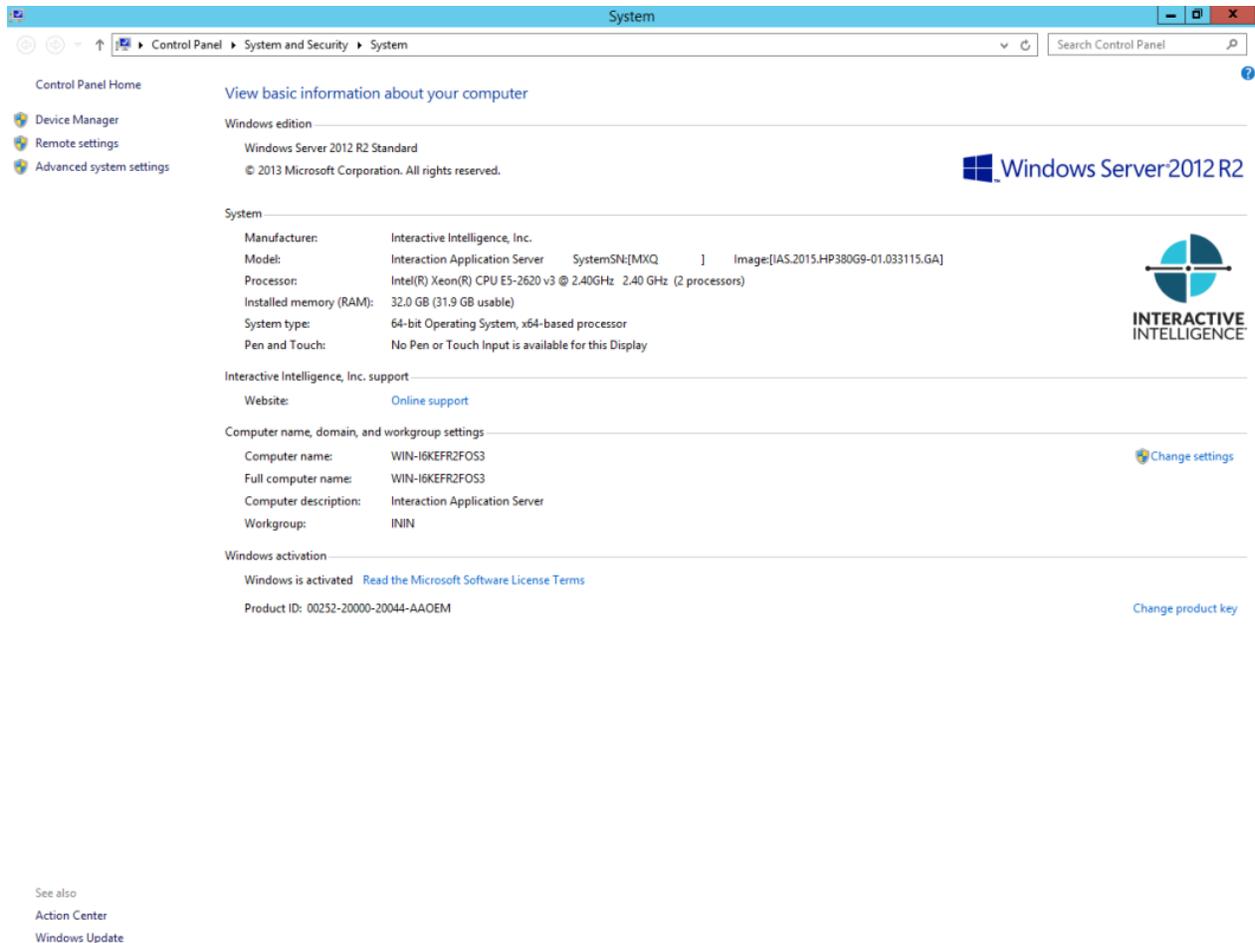
9. Restore the **Server Manager** window to configure the server.

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

Follow these to join the Interaction Media Server Appliance to the domain.

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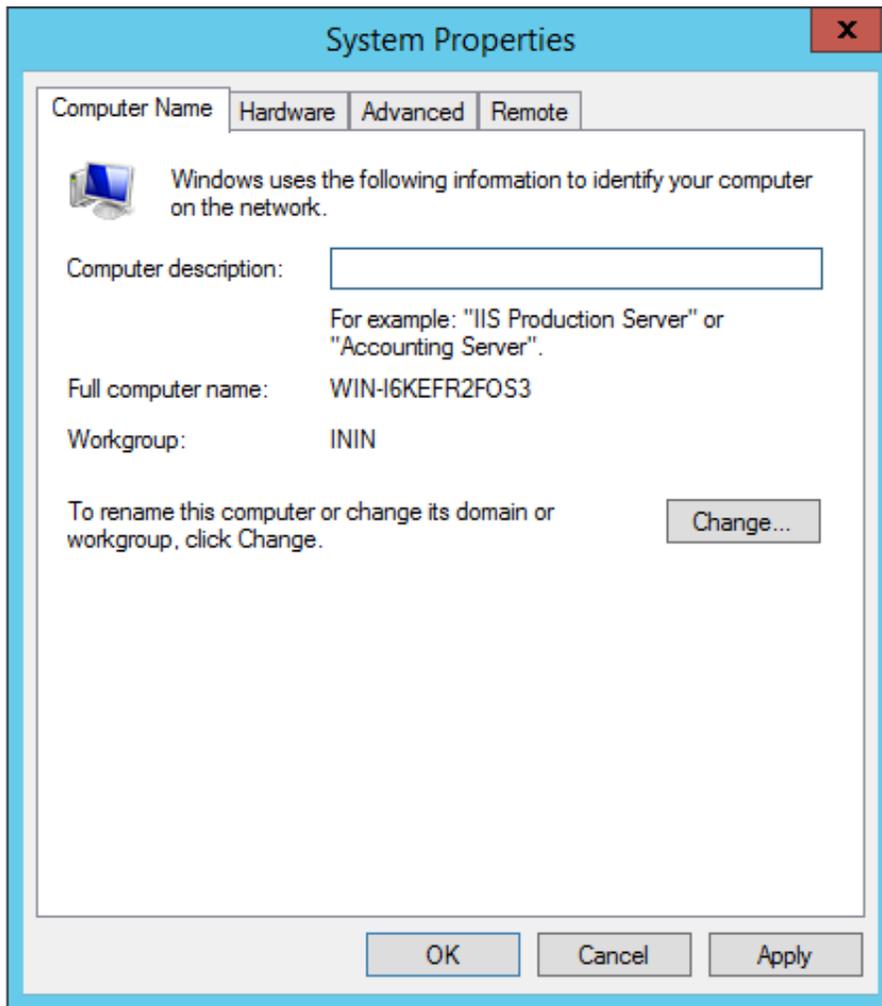

2. In the **Computer name**, **domain**, and **workgroup settings** group, click **Change settings**. The **System Properties** dialog box opens.

System Properties

Computer Name | Hardware | Advanced | Remote

Windows uses the following information to identify your computer on the network.

Computer description:

For example: "IIS Production Server" or "Accounting Server".

Full computer name: WIN-I6KEFR2FOS3

Workgroup: ININ

To rename this computer or change its domain or workgroup, click Change.   Change...

OK | Cancel | Apply

3. Click **Change**. The **Computer Name/Domain Changes** dialog box opens.
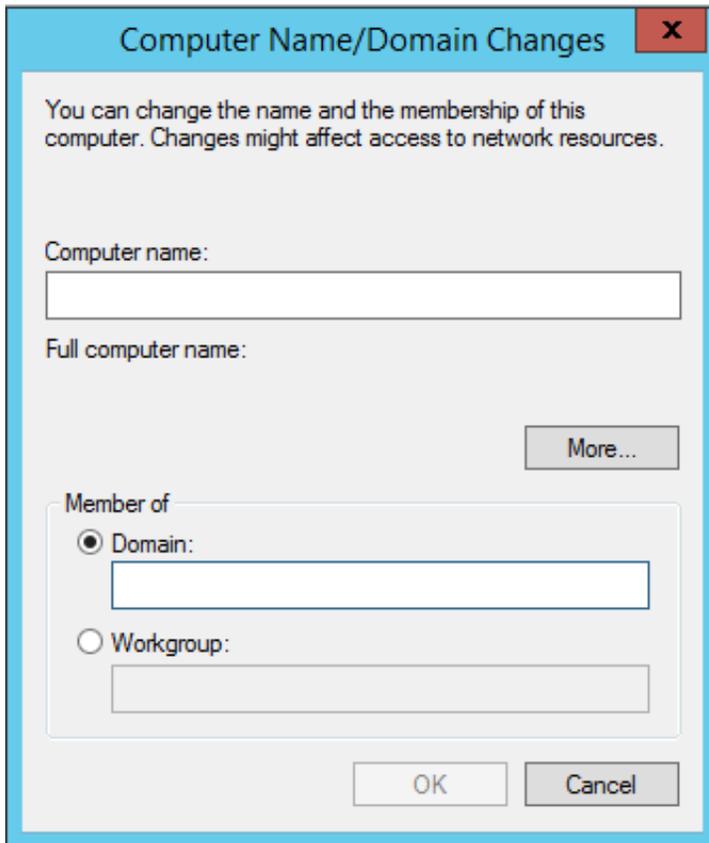
4. Type the following information in the **Computer Name Changes** screen.
    - **Computer name**: Keep the same server name or, if requested by the network administrator, type a new server name.
    - **Member of**: Click the **Domain** radio button and type the domain name.
5. Click **OK**. The **Windows Security** dialog box opens.
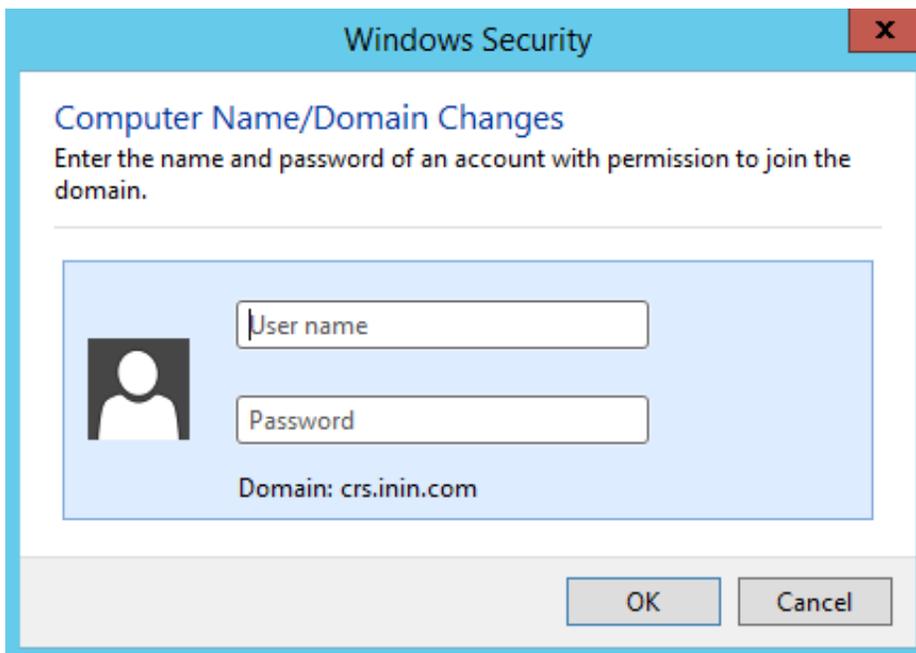
6. In the **User name** and **Password** fields, type the appropriate credentials and click **OK**. The **Computer Name/Domain Changes** dialog box displays a message, welcoming you to the domain.
7. Click **OK**. The **Computer Name/Domain Changes** dialog box displays a message indicating that you 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**.

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 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 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 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 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 license.

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 Supported languages for Interaction Text to Speech in the *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

Use the Activation File Management Tool to request and download licenses. Customers can access the tool on the My Support Dashboard. Partners can access the tool on the Partner portal. You must have the appropriate credentials to access these portals.

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 the Genesys Licensing Team 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 CIC server license for Interaction Media Server, see 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. Load the license on Interaction Media Server by doing the following:
   a. Place your CIC 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.

2. Log on to the Interaction Media Server configuration webpage with the administrative user ID and password. The **Status-About** page appears.
3. In the upper right corner, click the **Config** icon. The **Config-Servers** page appears.
4. On the left side of the page, click the **License** tab. The **Config-License** page appears.
5. Click the **Add License** hyperlink. The **To add a License** page appears.
6. Follow the instructions at the top of the page.
7. Once the license is loaded, select the **Servers** icon on the left side of the page.
8. Choose a CIC 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.
9. In the **Accept sessions** list, select **Yes**.
10. Select the **Apply Changes** button.
11. Repeat the **Accept sessions** configuration for each CIC server with which this Interaction Media Server will communicate.
12. Load the license on CIC 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.
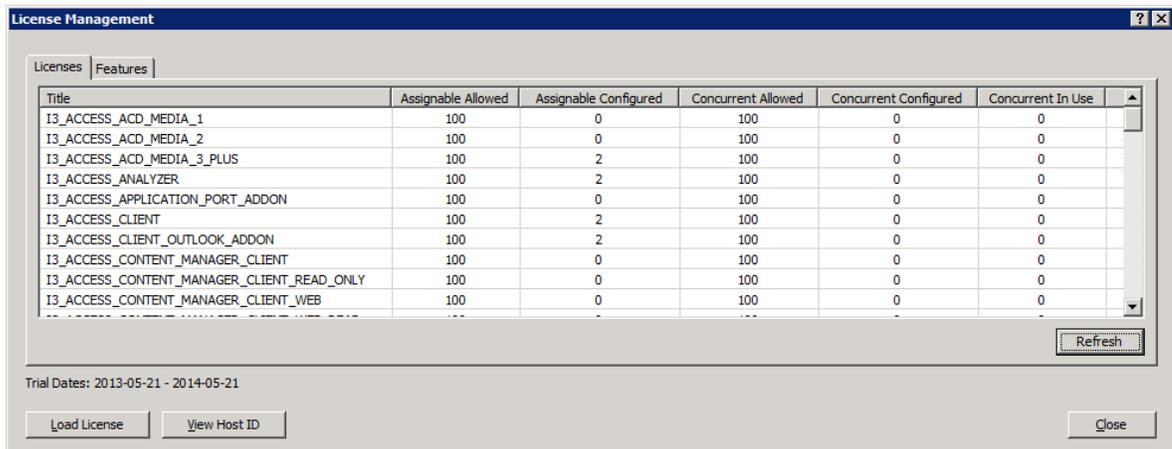
13. Click **Load License**. The **Load License** dialog box appears.
14. In the **Load License** dialog box, navigate to the location where the license file is stored and double-click the license file. The included licenses and features are loaded into CIC.
15. Click **Close** to complete the process.

    The Interaction Media Server that you configured to communicate with this CIC server is now displayed 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 URL and port number of the Interaction SIP Proxy web interface. The URL prompts you to supply a user name and password.

   > **Note:** The address format is: **http:/mediaserver1:8080/**. Your address may differ. 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 webpage with the CIC administrative user ID and password. Change the default credentials as soon as possible.
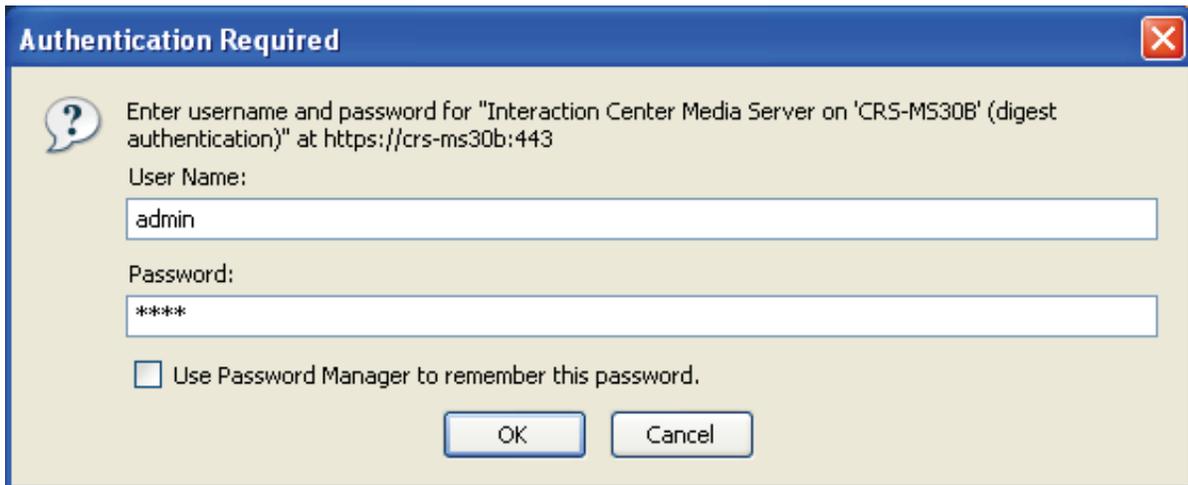
4. Click **OK**. The **Status-About** page opens, indicating that a license is required.
5. Click **License page**. The **System-License** page opens.
6. Follow the instructions at the top of the page.

   For more information about documentation and licensing Interaction SIP Proxy, see the Interaction SIP Proxy Technical Reference, or click **Help** in the Interaction SIP Proxy web interface.

Other Important 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 Configure Interaction Media Server to use a network interface for RTP communications and Interaction Media Server Config-Properties page in the *Interaction Media Server Technical Reference*.

Optional Post-installation Configuration

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

After you set up the Interaction Media Server appliance, you can choose to 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.

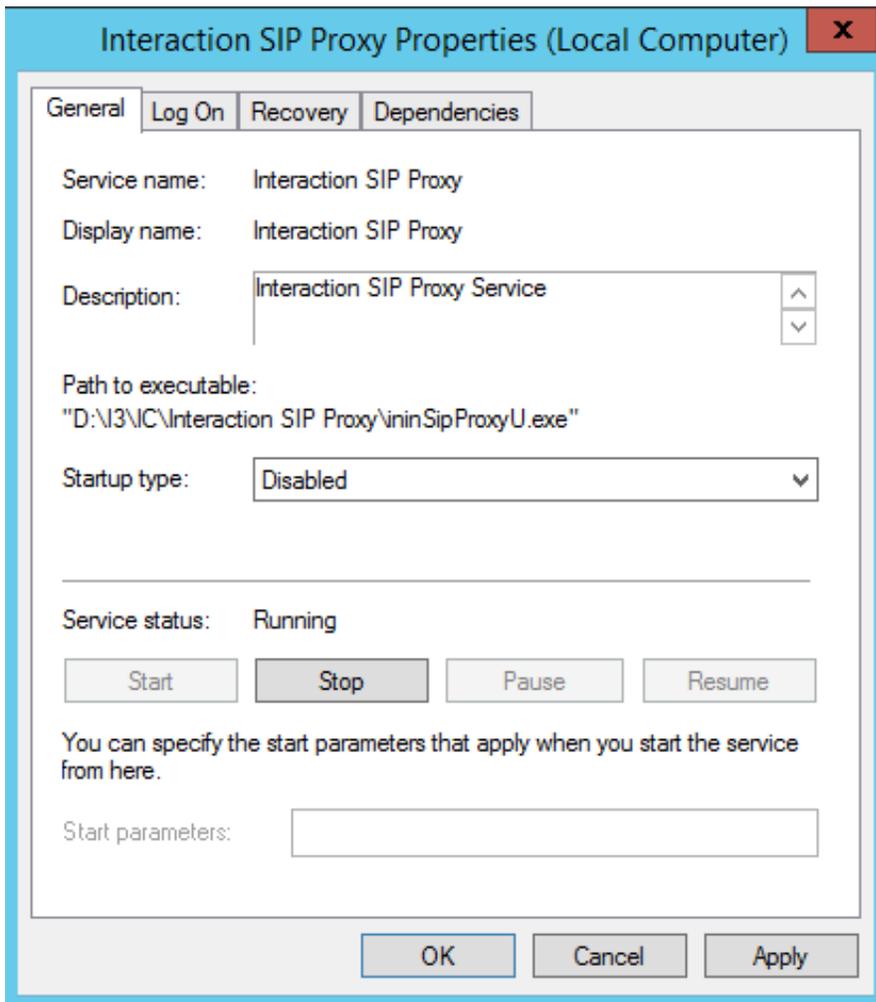## Disable Interaction SIP Proxy

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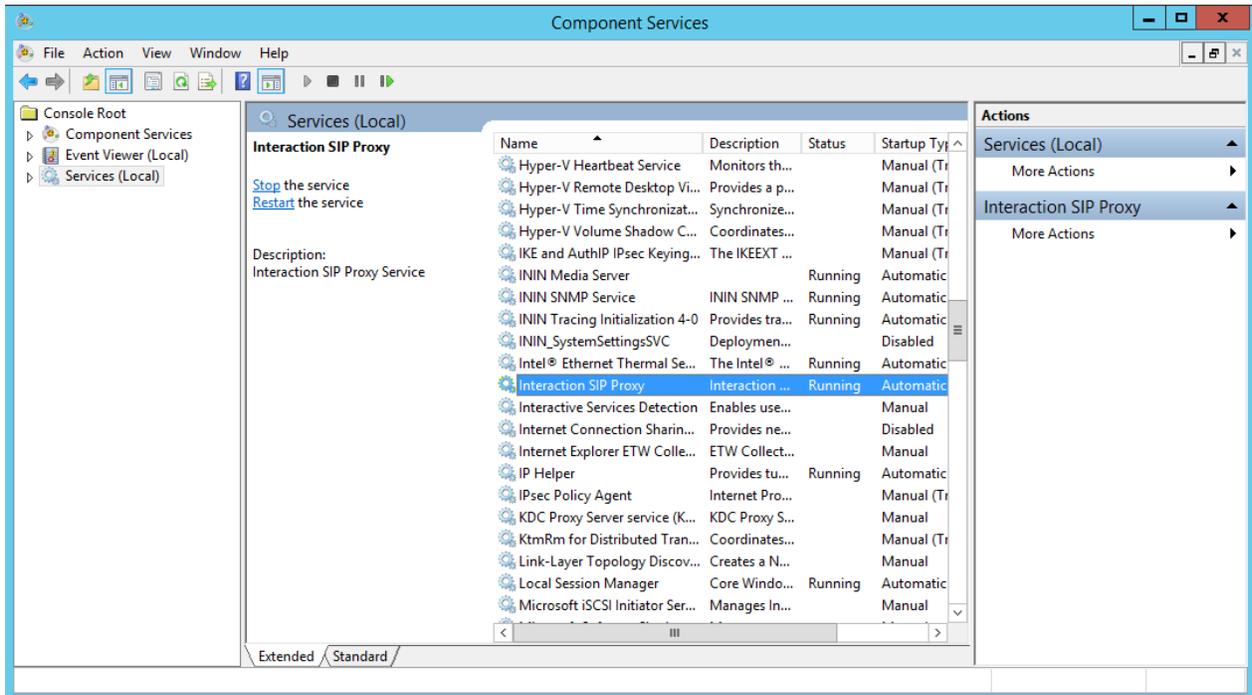
2. Expand the **Services (Local)** node and in the list, double-click **Interaction SIP Proxy**. The **Interaction SIP Proxy Properties** dialog box appears.
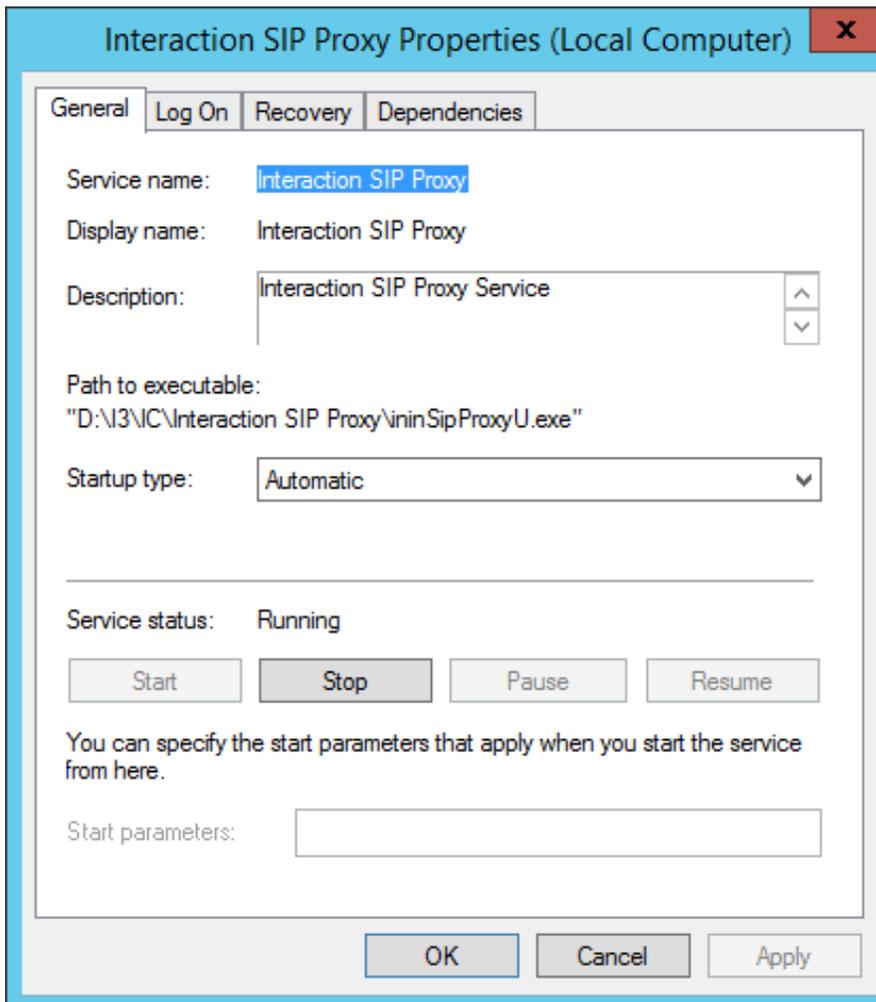
3. In the **Startup type** list box, click **Disabled**.

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

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**; it's 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.*
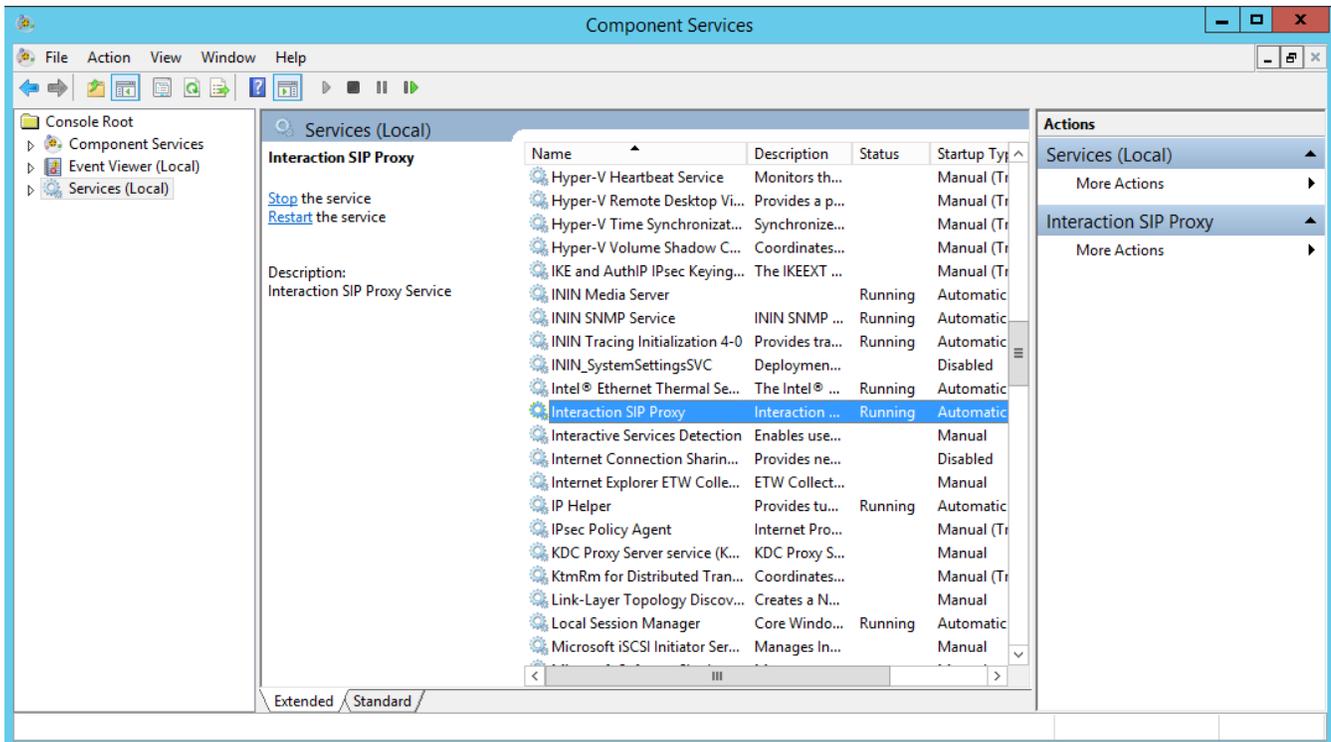
Change Log

The following table list the changes to the *Interaction Media Server Appliance Installation and Configuration Guide* since its initial publication.

Date	Changes
08-December-2015	- 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.
02-September-2016	- Updated Copyright and Trademark Information page. - Updated content for new Gen9 small server. - Reorganized content and added Apply licenses heading.
04-May-2018	Rebranded to Genesys.
20-May-2020	Converted Word document to RoboHelp project.