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# **GENESYS**

## 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.

For copyright and trademark information, see https://help.genesys.com/cic/desktop/copyright\_and\_trademark\_information.htm.

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## **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 <a href="http://www.hp.com/support/Safety-Compliance-EnterpriseProducts">http://www.hp.com/support/Safety-Compliance-EnterpriseProducts</a>.

#### **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 <u>Factory Image Restoration Procedures Technical Reference</u>.

#### Interaction Media Server Technical Reference

For more information about installation and configuration of Interaction Media Server, see the <u>Interaction Media Server Technical</u> <u>Reference</u>.

#### **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 <u>Interaction SIP Proxy</u> <u>Technical Reference</u>.

#### **PureConnect Resource Center**

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

#### **Genesys Testlab site**

The <u>Genesys Testlab</u> 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.

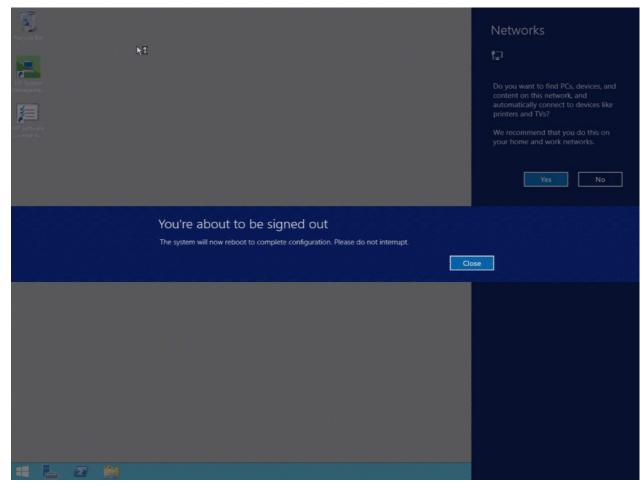
1. Complete the Preliminary hardware setup procedure.

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

Setting	S	
Country or region	United States	
App language	English (United States)	
Keyboard layout	US	
Ģ		Next

- 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**l 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.

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😑 💿 🐘 🛉 🔛 🔿 💿	el 🕨 System and Security 🕨 Sys	stem	~ C	Search Control Panel	<i>م</i>
Control Panel Home	View basic information	about your computer			(
Device Manager	Windows edition				
Remote settings	Windows Server 2012 R2 Sta	andard			
Advanced system settings	© 2013 Microsoft Corporat	ion. All rights reserved.	Windows Serv	dows Server <sup>®</sup> 20	12 R2
	System				
	Manufacturer:	Interactive Intelligence, Inc.			
	Model:	Interaction Application Server SystemSN:[MXQ ] Image:[IAS.2015.HP380G9-01.033115.GA]		!	
	Processor:	Intel(R) Xeon(R) CPU E5-2620 v3 @ 2.40GHz 2.40 GHz (2 processors)			
	Installed memory (RAM):	32.0 GB (31.9 GB usable)		INTERA	CTIVE
	System type:	64-bit Operating System, x64-based processor		INTELLI	
	Pen and Touch:	No Pen or Touch Input is available for this Display			
	Interactive Intelligence, Inc. sup	port			
	Website:	Online support			
	Computer name, domain, and	workgroup settings			
	Computer name:	WIN-I6KEFR2FOS3		🌍 Change	settings
	Full computer name:	WIN-I6KEFR2FOS3			
	Computer description:	Interaction Application Server			
	Workgroup:	ININ			
	Windows activation				
	Windows is activated Read	d the Microsoft Software License Terms			
	Product ID: 00252-20000-20	0044-AAOEM		Change pro	duct key
					-

See also
Action Center
Windows Update

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

	System Properties
Computer Name Hardwar	re Advanced Remote
Windows uses on the network	the following information to identify your computer
Computer description:	
	For example: "IIS Production Server" or "Accounting Server".
Full computer name:	WIN-I6KEFR2FOS3
Workgroup:	ININ
To rename this computer workgroup, click Change	
	OK Cancel Apply

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

Computer Name/Domain Changes
You can change the name and the membership of this computer. Changes might affect access to network resources.
Computer name:
Full computer name:
More
Member of
Omain:
O Workgroup:
OK Cancel

- 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.

Windows Security
Name/Domain Changes e and password of an account with permission to join the
User name Password Domain: crs.inin.com
OK Cancel

- 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 <u>Supported languages for Interaction Text to Speech</u> in the *CIC Text to Speech Engine Technical Reference* in the PureConnect Documentation Library at: <u>https://help.genesys.com/cic/desktop/welcome\_page.html</u>.

**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 <u>My Support</u> <u>Dashboard</u>. Partners can access the tool on the <u>Partner portal</u>. 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: <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 on generating your CIC server license for Interaction Media Server, see <u>PureConnect Licensing Technical</u> <u>Reference</u>.

#### 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: <u>http://mediaserver1.mydomain.com:8084/</u>

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.

Title	Assignable Allowed	Assignable Configured	Concurrent Allowed	Concurrent Configured	Concurrent In Use	
I3_ACCESS_ACD_MEDIA_1	100	0	100	0	0	
I3_ACCESS_ACD_MEDIA_2	100	0	100	0	0	
I3_ACCESS_ACD_MEDIA_3_PLUS	100	2	100	0	0	
I3_ACCESS_ANALYZER	100	2	100	0	0	
I3_ACCESS_APPLICATION_PORT_ADDON	100	0	100	0	0	
I3_ACCESS_CLIENT	100	2	100	0	0	
I3_ACCESS_CLIENT_OUTLOOK_ADDON	100	2	100	0	0	
13_ACCESS_CONTENT_MANAGER_CLIENT	100	0	100	0	0	
I3_ACCESS_CONTENT_MANAGER_CLIENT_READ_ONLY	100	0	100	0	0	
13_ACCESS_CONTENT_MANAGER_CLIENT_WEB	100	0	100	0	0	
		-		-		_

- 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.

Authen	tication Required	×
?	Enter username and password for "Interaction Center Media Server on 'CRS-MS30B' (digest authentication)" at https://crs-ms30b:443 User Name:	
	admin	
	Password:	
	****	
	Use Password Manager to remember this password.	
	OK Cancel	

- 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 <u>Interaction SIP Proxy Technical</u> <u>Reference</u>, 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 <u>Configure Interaction Media Server to use a network interface for RTP</u> <u>communications</u> and <u>Interaction Media Server Config-Properties page</u> 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.

<u>o</u> ,		Component Service	s				- • ×
File Action View Windo	ow Help						_ 8 ×
🗢 🌒 🙍 🖬 🖾 🛸							
Console Root	Services (Local)					Actions	
<ul> <li>Component Services</li> <li>Event Viewer (Local)</li> </ul>	Interaction SIP Proxy	Name 🔺	Description	Status	Startup Typ ^	Services (Local)	<b></b>
Services (Local)		🤐 Hyper-V Heartbeat Service	Monitors th		Manual (Tr	More Actions	•
V say services (Eocaly	Stop the service	🌼 Hyper-V Remote Desktop Vi			Manual (Tr		
	Restart the service	🌼 Hyper-V Time Synchronizat	· ·		Manual (Tr	Interaction SIP Prox	y 🔺
		🥋 Hyper-V Volume Shadow C			Manual (Tr	More Actions	+
	Description:	🔍 IKE and AuthIP IPsec Keying	The IKEEXT		Manual (Tr		
	Interaction SIP Proxy Service	ININ Media Server		Running	Automatic		
		ININ SNMP Service	ININ SNMP	Running	Automatic		
		ININ Tracing Initialization 4-0		Running	Automatic =		
		ININ_SystemSettingsSVC	Deploymen		Disabled		
		Generation Semi arrest and		Running	Automatic		
		Interaction SIP Proxy	Interaction	Running	Automatic		
		Interactive Services Detection			Manual		
		Internet Connection Sharin			Disabled		
		🤐 Internet Explorer ETW Colle 🎑 IP Helper	Provides tu	Duration	Manual Automatic		
		IP Helper IP sec Policy Agent	Internet Pro	Running	Manual (Tr		
		KDC Proxy Server service (K			Manual		
		KtmRm for Distributed Tran	-		Manual (Tr		
		Link-Layer Topology Discov			Manual		
		Local Session Manager	Core Windo	Running	Automatic		
		Microsoft iSCSI Initiator Ser		Ranning	Manual		
					>		
	Extended Standard				7		
	Extended Standard					<u> </u>	

2. Expand the Services (Local) node and in the list, double-click Interaction SIP Proxy. The Interaction SIP Proxy Properties dialog box appears.

Interaction SIP Proxy Properties (Local Computer)
General Log On Recovery Dependencies
Service name: Interaction SIP Proxy
Display name: Interaction SIP Proxy
Description: Interaction SIP Proxy Service
Path to executable: "D:\I3\IC\Interaction SIP Proxy\ininSipProxyU.exe"
Startup type: Automatic 🗸
Service status:       Running         Start       Stop       Pause       Resume         You can specify the start parameters that apply when you start the service from here.       Start parameters:
OK Cancel Apply

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

Interaction SIP Proxy Properties (Local Computer)
General Log On Recovery Dependencies
Service name: Interaction SIP Proxy
Display name: Interaction SIP Proxy
Description: Interaction SIP Proxy Service
Path to executable: "D:\l3\IC\Interaction SIP Proxy\ininSipProxyU.exe"
Startup type: Disabled 🗸
Service status:     Running       Start     Stop     Pause     Resume
You can specify the start parameters that apply when you start the service from here.
Start parameters:
OK Cancel Apply

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*.

)		Component Service	S				D X
File Action View Wind	ow Help						- 5
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Console Root Component Services Component Services Component Services Component Services Component Services Cocal) Component Services Cocal	Services (Local)					Actions	
	Interaction SIP Proxy	Name	Description	Status	Startup Typ ^	Services (Local)	
	Stop the service Restart the service Description: Interaction SIP Proxy Service	🥋 Hyper-V Heartbeat Service	Monitors th		Manual (Tr	More Actions	
		🥋 Hyper-V Remote Desktop Vi			Manual (Tr		
		G Hyper-V Time Synchronizat			Manual (Tr	Interaction SIP Proxy	
		Hyper-V Volume Shadow C			Manual (Tr	More Actions	
		IKE and AuthIP IPsec Keying ININ Media Server	The IKEEXT		Manual (Tr		
		ININ Media Server	ININ SNMP	Running Running	Automatic Automatic		
		ININ Tracing Initialization 4-0		Running	Automatic		
		ININ_SystemSettingsSVC	Deploymen	Kunning	Disabled =		
		Intel® Ethernet Thermal Se	1 A A	Running	Automatic		
		Interaction SIP Proxy	Interaction	Running	Automatic		
		Interactive Services Detection		Running Running	Manual		
		🔍 Internet Connection Sharin	Provides ne		Disabled		
		🔍 Internet Explorer ETW Colle	ETW Collect		Manual		
		🔍 IP Helper	Provides tu		Automatic		
		🌼 IPsec Policy Agent	Internet Pro		Manual (Tr		
		🍓 KDC Proxy Server service (K	KDC Proxy S		Manual		
		🌼 KtmRm for Distributed Tran			Manual (Tr		
		🔍 Link-Layer Topology Discov			Manual		
		🔍 Local Session Manager	Core Windo		Automatic		
		Microsoft iSCSI Initiator Ser	Manages In		Manual 🗸		
		<			>		
	Extended Standard					l	

## 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	<ul> <li>Updated Title page, Copyright page and Platform Statement page.</li> <li>Updated document part number</li> <li>Updated content to comply with Gen9 servers, which replace the Gen 8 models.</li> <li>Updated to Windows Server 2012 R2.</li> <li>Removed references to Interaction Recorder Remote Content Service and Interaction Session Manager, both of which are not supported in this release.</li> <li>Removed references to Audiocodes M800 as the small media server, not currently supported.</li> </ul>		
02- September- 2016	<ul> <li>Updated Copyright and Trademark Information page.</li> <li>Updated content for new Gen9 small server.</li> <li>Reorganized content and added Apply licenses heading.</li> </ul>		
04-May-2018	Rebranded to Genesys.		
20-May-2020	Converted Word document to RoboHelp project.		