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Genesys Interaction Recording Solution Guide

Deploying the Web Application

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The final deployment step is to install Interaction Recording Web Services as a service. Complete the following steps for each Interaction Recording Web Services node.

Deploy Using Red Hat Enterprise Linux 8/9

Start

1. Create a new folder on your Interaction Recording Web Services node. For example, **ir-web-services**. This is the home folder for the web application.
2. Copy the **gir.jar** file from the installation CD to your new Interaction Recording Web Services home folder.
3. Create a new folder **/usr/lib/systemd/system/gir.service.d**
4. Copy the following files to the specified folders on your Interaction Recording Web services host:
For Red Hat Enterprise Linux 8/9
 - **installation_CD/rhel/usr/lib/systemd/system/gir.service.d/gir.conf** to the folder **/usr/lib/systemd/system/gir.service.d**
 - **installation_CD/rhel/usr/lib/systemd/system/gir.service** to the folder **/usr/lib/systemd/system**
5. Create a new folder **/usr/libexec/initscripts/legacy-actions/gir**
6. Copy the following files to the specified folders on your host:
For Red Hat Enterprise Linux 8/9
 - **installation_CD/rhel/usr/bin/gir** to the folder **/usr/bin**
 - **installation_CD/rhel/usr/libexec/initscripts/legacy-actions/gir/config** to the folder **/usr/libexec/initscripts/legacy-actions/gir**
 - **installation_CD/rhel/usr/libexec/initscripts/legacy-actions/gir/version** to the folder **/usr/libexec/initscripts/legacy-actions/gir**
7. Open **/usr/lib/systemd/system/gir.service.d/gir.conf** on your host and update the following environment variables to values appropriate for your Interaction Recording Web Services node:
 - **WorkingDirectory**—The Interaction Recording Web Services home folder you created in Step 1.
 - **Environment=GIR_TEMP**—The location where you want Interaction Recording Web Services to store temp files.
 - **Environment=GIR_CONF**—The location where you want to store the Interaction Recording Web Services configuration files. If you do not specify a value for **GIR_CONF**, Interaction Recording Web Services uses **WorkingDirectory/config**.

Important

If you are installing RWS 8.5.205.10, ensure that the environment variable `Environment=GIR_CONF` is either specified as **RWS home folder/config** or not specified.

8. Create the `GIR_CONF` folder you specified in Step 7. If you didn't set `GIR_CONF`, create a folder called **config** in **WorkingDirectory**— for example, **ir-web-services/config**.
9. Create the following configuration files in the folder you created in Step 8. You can simply copy the files from **installation_CD/config-templates** and remove the **.sample** extension. You'll learn more about the settings in these files as you go through the configuration steps for Interaction Recording Web Services and its features later in this guide.
 - **application.yaml**
 - **hystrix.properties**
 - **logback.xml**

Important

Ensure that only a single copy of the **application.yaml** file is deployed across all the GIR file locations described above.

10. Create the user group **gir**.
11. Create the **gir** user in the **gir** user group and provide the user with ownership, and read and write permissions for the following folders:
 - The folders defined in the `WorkingDirectory`, `GIR_TEMP`, and `GIR_CONF` environment variables.
 - The folder defined in the path configuration item within the logging section in the **application.yaml** file (**/var/log/jetty9** by default).
12. Set executable permissions on:
 - **/usr/bin/gir**
 - **/usr/libexec/initscripts/legacy-actions/gir/config**
 - **/usr/libexec/initscripts/legacy-actions/gir/version**
13. Use the following commands to register the new service on your host:

```
systemctl daemon-reload
systemctl enable gir.service
```

End

Next Step

- [Configuring Interaction Recording Web Services](#)