Genesys Interaction Recording Solution Guide

Prerequisites

12/20/2025

Contents

Prerequisites

Before deploying and configuring Interaction Recording Web Services, make sure your system meets the following minimum requirements:

OS Requirements

See the Genesys Interaction Recording page in the *Genesys Supported Operating Environment Reference* for more detailed information and a list of all supported operating systems.

Java Requirements

- From Interaction Recording Web Services version 8.5.205.69 (or higher), you have installed the latest JDK 17 (64-bit for Linux). Alternatively, you can also install the latest standalone JRE 17 (64-bit for Linux). You can choose to download the software from an OpenJDK version of the software.

- From Interaction Recording Web Services version 8.5.205.65 (or lower),you have installed the latest JDK 8 (64-bit for Linux). Alternatively, you can also install the latest standalone JRE 8 (64-bit for Linux). You can choose to download the software from Oracle or obtain an OpenJDK version of the software.

Cassandra Requirements

Interaction Recording Web Services stores information about call and screen recordings in a Cassandra database. For each contact center, distinct column families with unique names exist for storing recording information. These column families are created when the contact center is created, and deleted if the contact center is deleted.

Important

- Interaction Recording Web Services deletes column families only if they do not contain any call recordings; otherwise they should be deleted manually from Cassandra using the cqlsh utility tool.

- Interaction Recording Web Services and Web Services and Applications share the same Cassandra instance within the same deployment. If you are using Interaction Recording Web Services with Web Services and Applications in the same environment, verify that your Cassandra version is the same for both components and all nodes.

Interaction Recording Web Services requires that your environment includes Cassandra 1.2 or 2.2. Genesys recommends Cassandra version 2.2. Complete the steps in these procedures below to install and configure Cassandra 2.2:

- Deploying Cassandra 2.2
    - Installing and Configuring Cassandra 2.2
    - Upgrading to Cassandra 2.2

Interaction Recording Web Services 8.5.500.17 (or higher) requires that your environment includes Cassandra 4.1. Complete the steps in these procedures below to upgrade and configure Cassandra 4.1:

- Upgrading Cassandra to 4.1

Interaction Recording Web Services 8.5.500.30 (or higher) supports install of Cassandra 4.1. Complete the steps in these procedures below to install Cassandra 4.1:

- Installing and Configuring Cassandra 4.1

Genesys Environment

Before installing and configuring the Interaction Recording Web Services 8.5.500.17 (or higher), you must have the following prerequisites:

- A Recording Crypto Server 8.5.095.22 (or higher) instance to decrypt the encrypted recordings.
- A Recording Plugin for GAX version 8.5.500.08 (or higher) for certificate updation and MLM configuration.

For more information about the required Genesys environment for GIR, refer to the Minimum Recommended Versions.

Next Step

- WebDAV Requirements