Genesys Interaction Recording Migration Guide

Migrating to Interaction Recording Web Services from Web Services and Applications

5/3/2025

Contents

Migrating to Interaction Recording Web Services from Web Services and Applications

This page describes how to upgrade from Web Services and Applications to Interaction Recording Web Services. If you are already using the Interaction Recording Web Services component, refer to Upgrading Interaction Recording Web Services for upgrade instructions.

> ## Warning
>
> Interaction Recording Web Services does not provide API support for non-GIR related Web Services, such as Workspace Web Edition.

As of Genesys Interaction Recording 8.5.211.01, the Web Services and Applications prerequisite has been replaced with a GIR component called Interaction Recording Web Services. If you plan to install GIR 8.5.211.01 or later and have a version older than 8.5.211.01 installed, you will need to complete the steps below to migrate from Web Services and Applications to Interaction Recording Web Services.

> ## Important
>
> Newer versions of Web Services and Applications (GWS) can still be deployed in conjunction with GIR if you intend to use functionality provided through GWS such as Workspace Web Edition.

Upgrading from standalone to embedded Jetty

Complete the following steps for each Web Services node you need to upgrade to Interaction Recording Web Services.

1. Stop Web Services on the node.

2. If you installed Jetty as a service, disable the service to prevent auto start and potential port conflicts.

3. Deploy the new version of Interaction Recording Web Services.

4. Copy settings from your existing **server-settings.yaml**, **onpremise-settings.yaml**, and **cassandra-cluster.yaml** configuration files to the serverSettings, onPremiseSettings, and cassandraCluster sections of the **application.yaml** configuration file. See Configuring Interaction Recording Web Services for more information about this file.

5. Copy settings from your existing Jetty configuration files to the jetty section of the **application.yaml** configuration file.

6. Adjust the logging section of the **application.yaml** configuration file.

7. Copy the JVM options from your exiting Jetty initialization script to the JAVA_OPTIONS variable in the **/etc/default/gir** file.

8. Start the new version of Interaction Recording Web Services on the node.

Upgrading the Cassandra Schema for Interaction Recording Web Services

Complete the following steps on one node where you have installed **cassandra-cli**:

1. Make note of your current Web Services and Applications version.

2. Copy the **Interaction Recording Web Services install CD/data** directory to the **Cassandra** node.

3. In the data directory, notice that there are text files (for example, **cf-schema-<version>.txt**), for each version of Web Services and Applications. Run all the Cassandra upgrade scripts after your currently installed version of Web Services and Applications until the latest file, which is **cf-schema-8.5.202.34.txt**. For example, if your Web Services and Applications version is 8.5.200.96, you will need the following scripts:

   - **cf-schema-8.5.200.98.txt**

   - **cf-schema-8.5.200.99.txt**

   - **cf-schema-8.5.201.04.txt**

   - **cf-schema-8.5.201.06.txt**

   - **cf-schema-8.5.201.09.txt**

   - **cf-schema-8.5.201.84.txt**

   - **cf-schema-8.5.202.34.txt**

4. For each **cf-schema-<version>.txt** file, run the following command to update the Cassandra schema:

   ```
   cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-schema-<version>.txt
   ```

   ...where:
   cassandra_install_dir is where Cassandra is installed on the node.

   cassandra_host is the host name (FQDN) or IP address of the Cassandra node.

Re-importing the Certificate for WebDAV

Complete the following steps if you used a self-signed certificate to configure TLS for the WebDAV server.

1. Make sure you have installed Java 8.

2. Retrieve your self-signed CA certificate from the WebDAV server. Run the following command to determine the file used as a certificate for WebDAV access:

   ```
   grep SSLCertificateFile /etc/httpd/conf.d/ssl.conf
   ```

   For example, this might return the following response: /etc/pki/tls/certs/server.crt

3. Re-import the certificate into the new keystore with the following commands:

```
cd $JAVA_HOME/jre/lib/security <br/>../../bin/keytool -import -alias webdav -file ~/webdav_certificate -keystore cacerts
```

webdav_certificate is the file returned in step 2.

4. Restart Interaction Recording Web Services.