



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Pulse Deployment Guide

Deploy Genesys Pulse

12/20/2025

Contents

- [1 Deploy Genesys Pulse](#)
 - [1.1 Install Genesys Pulse from the Installation Package](#)
 - [1.2 Install Genesys Pulse via GAX IP Deployment Wizard \(Deprecated\)](#)
 - [1.3 More Installation Steps](#)

Deploy Genesys Pulse

Install Genesys Pulse from the Installation Package

Starting with GAX release 9.0.100.56, configure the necessary objects required by Genesys Pulse using the following steps and then continue with [More Installation Steps](#).

1. Create Genesys Pulse Application from Template:
 1. In GAX, go to **Environment > Application Templates > New**.
 2. Click **Import Metadata** and upload the XML Template file (the `Pulse.xml` file from the Templates Installation Package directory).
 3. Click **Import Application Template** and upload the APD Template file (the `Pulse.apd` file from the Templates Installation Package directory).
 4. Click **Save**.
2. In GAX, go to **Environment > Applications > New** and create the Genesys Pulse Application from the imported template:
 1. Specify the Host where Genesys Pulse will be deployed.
 2. Specify the Working Directory as a path to the Genesys Pulse installation folder.
 3. Specify the Command Line as `pulse_startup.bat` if Genesys Pulse is deployed on Windows or `./pulse_startup.sh` if Genesys Pulse is deployed on Linux.
3. Install Genesys Pulse:
 1. Copy the Genesys Pulse IP to the Genesys Pulse host.
 2. Run the `setup.exe` (Windows) or `install.sh` (Linux) installation file.
 3. Follow installer prompts to install Genesys Pulse.

Install Genesys Pulse via GAX IP Deployment Wizard (Deprecated)

Begin with the following steps if your GAX is prior to 9.0.1 release and then continue with [More Installation Steps](#).

Configure the necessary objects required by Genesys Pulse using GAX.

1. Upload Genesys Pulse Installation Package and Template:

1. In GAX, go to **Administration > Installation Packages** and click on the plus sign.
 2. Select **Installation Package Upload (template uploaded separately)** and click **Next**.
For **Upload a Package**, select the zipped file that contains the Genesys Pulse Installation Package (Genesys Pulse IP). The zip file should have in its root the files from the IP folder (such as ip_description.xml and read_me.html).
 3. For **Upload an XML template**, select the XML Template file (Pulse.xml from the Templates Installation Package directory).
 4. For **Upload an APD template**, select the APD Template file (Pulse.apd from Templates Installation Package directory).
 5. Click **Finish**.
2. Create Genesys Pulse Application from Template:
1. In GAX, go to **Environment > Application templates> New** and Import Genesys Pulse Application Template. (The PuLse.apd file from the Templates Installation Package directory).
 2. In GAX, go to **Environment> Applications > New** and create Genesys Pulse Application from the imported template:
 - specify the Host where Genesys Pulse will be deployed
 - specify the Working Directory as a path to the Genesys Pulse installation folder
 - specify the Command Line as pulse_startup.bat if Genesys Pulse is deployed on Windows or ./pulse_startup.sh if Genesys Pulse is deployed on Linux.
3. Deploy the Genesys Pulse Installation Package:
1. Click on the Genesys Pulse Installation Package to open the **Properties** tab.

Important

The Genesys Pulse Installation Package status should be complete.

2. Click on the related icon and choose **Install** to open the IP Deployment Wizard.
3. Fill in required fields:
 - Select a host where Genesys Pulse is deployed and the Genesys Pulse Application object.
 - Set the InstallPath to the same value as the Working Directory specified in the Genesys Pulse Application object.

More Installation Steps

Important

Begin with [Install Genesys Pulse from the Installation Package](#) (for GAX starting with release 9.0.1) or [Install Genesys Pulse via GAX IP Deployment Wizard](#) (for GAX prior to release 9.0.1) and then proceed with the following steps.

1. In the Genesys Pulse installation folder, create the conf folder with the [pulse.properties](#) file:
 - host= <Configuration Server host>
 - backup_host=<Backup Configuration Server host>(optional)
 - port= <Configuration Server port>
 - backup_port=<Backup Configuration Server port> (optional)
 - app=<Genesys Pulse application name>
 - http_port = <http port for Genesys Pulse to start on>
 - root_url = < the root URL to access Genesys Pulse> (optional, default value is /pulse)
2. Navigate to **Configuration > Environment > Application**, select the Genesys Pulse Application, **Permissions** tab and configure the SYSTEM account to have Read, Update, and Execute permissions.
3. Optional: Configure options in the [\[pulse\]](#) section on the Application Options tab for the Genesys Pulse Application object:

Important

During startup, Genesys Pulse looks for all options that are required for its operation and adds them if they are not explicitly configured. If a required option is either not configured or specifies an invalid option value, Genesys Pulse uses the option's default value.

4. Create a new Database Access Point (DAP), which is necessary for connectivity to the Genesys Pulse database:
 1. Enter a **Database Name**.
 2. On the **General** tab, set the **Connection Type** to **JDBC** and specify the following field values:
 - Role = Main
 - Debug = false
 - JDBC Query Timeout: 15
 - Case Conversion: any
 3. On the **Ports** tab, change the value of the default port to the value of your RDBMS port.
 4. (Optional). A connection to the Genesys Pulse database can be specified as the JDBC URL in the [jdbc_url](#) option.

Tip

If you need to use virtual ip/host(s) to access Genesys Pulse Database and you do not want to create Host objects for them, then use any existing host on the Server Info tab but configure the correct ip/host through the `jdbc_url` option in your DAP object.

5. Add the Database Access Point to the connections of your Genesys Pulse Application object.
6. Add the Genesys Pulse Collector Application object to the connections of your Genesys Pulse Application object.
7. For a High Availability (HA) deployment:
 1. For each Genesys Pulse Application object:
 - Complete Steps 2 and 3 from [Install Genesys Pulse from the Installation Package](#) (for GAX starting with release 9.0.1) or [Install Genesys Pulse via GAX IP Deployment Wizard](#) (for GAX prior to release 9.0.1).
 - Complete More Installation Steps 1, 2, 3, 5, and 6 above.
 2. Each Genesys Pulse application should have the other Genesys Pulse application in its connections and there must be no relation between the Genesys Pulse applications as Backup Servers.

Important

All Genesys Pulse instances must use the same database.

8. From the user account created when you prepared the Genesys Pulse database, execute the SQL statements in the appropriate initialization script deployed during installation (scripts folder)—either:
 - `pulse_init_mssql.sql`
 - `pulse_init_oracle.sql`
 - `pulse_init_postgres.sql`
9. Start all Genesys Pulse instances.
10. To access Genesys Pulse (see the [Logging In](#) page for more information), enter the following URL in the address bar of the browser:
`http://<Host name>:<http_port>/<root_url>/`
where:
 - `<Host name>` is the name of the computer on which you installed Genesys Pulse.
 - `<http_port>` is the port number defined in the the `pulse.properties` file.
 - `<root_url>` is the URL defined in the the `pulse.properties` file.