

GENESYS

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Deployment Guide

Redis Prerequisite

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Redis Prerequisite

Important

Starting in 9.0.005.15, Cassandra support is deprecated in Genesys Co-browse and Redis v3.x - 6.x is the default database for new customers. Support for Cassandra will be discontinued in a later release.

Important

Starting in 9.0.005.43, Redis 6.x is supported, and the following applies for TLS:

- A TLS secured connection is supported for a single node Redis connection.
- A wide range of TLS versions are supported, but availability of specific protocols depends on the OpenSSL library.
- A TLS connection is useful when using a public network between Co-browse and Redis or as an additional level of security for an internal network.
- Co-browse does not provide Redis with SSL secured configuration, however SSL-tunnel based Redis works with Co-browse.

New customers

- 1. Set up Redis v3.x 6.x before installing Co-browse.
- 2. Set the mandatory [redis] configuration options.

Existing customers that are migrating

- 1. Set up Redis v3.x 6.x before upgrading Co-browse to the new version.
- 2. Set the mandatory [redis] configuration options.

Warning

- · Data is not migrated.
- During the upgrade process, any current Co-browse sessions will be lost, along with the history data.

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Existing customers staying on Cassandra

- 1. Open the setenv.bat/sh file (depending on OS).
- 2. Locate -DCOBROWSE_APP_MODE=redis
- 3. Replace with -DCOBROWSE_APP_MODE=cassandra
- 4. Reinstall the Windows service (if used):

cobrowse.bat -host <Config server host> -port <Config server port> -app <application name> -service <Windows service name> remove

cobrowse.bat -host <Config server host> -port <Config server port> -app <application name> -service <Windows service name> install

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