Deployment Guide

Redis Prerequisite

5/4/2025

Contents

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.

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
```