



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.

# Deployment Guide

Redis Prerequisite

12/14/2025

---

## Contents

- 1 Redis Prerequisite
  - 1.1 New customers
  - 1.2 Existing customers that are migrating
  - 1.3 Existing customers staying on Cassandra

# 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
```