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Deployment Guide

cobrowse Section

12/19/2025

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Contents

- [1 cobrowse Section](#)
 - [1.1 url](#)
 - [1.2 disableCertificateValidation](#)
 - [1.3 useBrowserLogging](#)
 - [1.4 agentSessionsLimit](#)
 - [1.5 extendedAttachedData](#)
 - [1.6 password](#)
 - [1.7 proxyLogin](#)
 - [1.8 proxyPassword](#)
 - [1.9 customInteractionId](#)

Important

The options below provide configuration for the Co-browse Plug-in for Workspace Desktop Edition. To use these options, you must add them to the cobrowse section of your Workspace Desktop Edition application in Genesys Administrator.

url

Default Value: None

Valid Values: Valid HTTP(S) URL

Changes Take Effect: After Workspace Desktop Edition restart

Specifies the HTTP(S) URL (such as `http://[host]:[port]/cobrowse`) of the Co-browse cluster. Typically, this value is the URL for the load balancer. Since Co-browse 8.5.0, you can set the url value to an HTTP or HTTPS based URL.

Tip

The `secureURL` and `useSecureConnection` options have been discontinued starting with Co-browse 8.5.0 because HTTPS URLs can now be configured from the `url` option.

disableCertificateValidation

Default Value: false

Valid Values: true, false

Changes Take Effect: After Workspace Desktop Edition restart

Disables certificate validation for the connection between Workspace Desktop Edition and the Co-browse Server.

useBrowserLogging

Default Value: false

Valid Values: true, false

Changes Take Effect: After Workspace Desktop Edition restart

Enables the embedded Internet Explorer (Agent side web UI) logs to redirect into the Workspace Desktop Edition log.

agentSessionsLimit

Default Value: 1

Valid Values: Positive integer or 0

Changes Take Effect: Immediately for co-browse sessions started after change

Added In: Co-browse Plug-in for Workspace Desktop Edition **8.5.003.04**.

If set to greater than 1, disables **one-session agent limitations** and configures the number of simultaneous co-browsing sessions an agent can participate in. A value of 0 sets an unlimited amount of simultaneous co-browse sessions for agents.

extendedAttachedData

Default Value: false

Valid Values: true, false

Changes Take Effect: Immediately for co-browse sessions started after change

Added In: Co-browse Plug-in for Workspace Desktop Edition **8.5.102.01**.

Setting the value to true enables **extended attached data** for the voice or chat interaction.

password

Default Value: None

Valid Values: String with 16 characters

Changes Take Effect: Immediately for co-browse sessions started after change

Added in: Co-browse Plug-in for Workspace Desktop Edition **8.5.102.01**

Specifies the token used to **authenticate** communication between Co-browse Server and Workspace Desktop Edition. This password is equal to the password option configured in the **slave section**.

proxyLogin

Default Value: None

Valid Values: String

Changes Take Effect: Immediately for co-browse sessions started after change

Added in: Co-browse Plug-in for Workspace Desktop Edition 9.0.005.48

Specifies a plain text login for proxy credentials, to support proxy with authentication.

proxyPassword

Default Value: None

Valid Values: String

Changes Take Effect: Immediately for co-browse sessions started after change

Added in: Co-browse Plug-in for Workspace Desktop Edition 9.0.005.48

Specifies a plain text password for proxy credentials, to support proxy with authentication.

customInteractionId

Default Value: None

Valid Values: <data field name>

Changes Take Effect: Immediately for co-browse sessions started after change

Added in: Co-browse Plug-in for Workspace Desktop Edition 9.0.005.48

Specifies a custom InteractionId field name in the user attached data. GCXI Reporting will extract this custom InteractionId instead of using the default InteractionId.