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Genesys Customer Experience Insights Deployment Guide

Installing without Docker

12/19/2025

Installing without Docker

Genesys recommends that you always deploy MicroStrategy and Genesys CX Insights using Docker and Kubernetes or OpenShift as described in this document. Genesys does not support installing Genesys CX Insights using manual methods; however, it is technically possible to do so. Genesys does not document the procedures necessary for such a deployment, which requires you to manually install MicroStrategy software, perform a database dump, and then deploy Genesys CX Insights. If you encounter difficulties in deploying MicroStrategy in such a non-Docker deployment, contact MicroStrategy for support.