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Deployment Guide

Deploying to Production Environment

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Important

Genesys recommends that you deploy Genesys Web Engagement in a lab environment to create and test a Web Engagement application, before you switch to production. See the [Genesys Web Engagement Developer's Guide](#) for further details about creating your application.

If your tests provide successful results, you can deploy to a production environment where the Frontend and Backend servers are available on multiple hosts (according to your network configuration and security needs). See [Load Balancing](#) for details.

Prerequisites

The following steps must be completed before beginning any of the procedures on this page:

1. You installed the Web Engagement Frontend and Backend servers on the same host in a test environment.
2. You have successfully developed and tested an application for serving your site, **including definitions of categories and rules deployment**.
3. In this procedure, it is assumed that your test and production environments share the same Configuration Management Environment (CME). If this is not the case, you should clone the Frontend Server and Backend Server application objects into your production CME before you begin.
4. You have stopped your Frontend Server and Backend Server.

Update the Backend Server application

Start

1. Open Genesys Administrator and navigate to PROVISIONING > Environment > Applications. Select the application defined for the Web Engagement Backend Server and click Edit...
2. Change the host of the application to the host planned for your Backend load balancer. See [Load Balancing](#) for more information.
Note: You may need to create this host object. For details about creating host objects in Genesys Administrator, see the *Configuring Hosts* section in the [Management Framework 8.1 Deployment Guide](#).
3. Change *all* ports for the application to the port for the Backend load balancer.
4. Run the provisioning tool using the `-overwrite` parameter. This will prepare all the related objects in your Configuration Management Environment (scripts, transactions, and so on) to work with load balancing. See [Provisioning](#) for more information about using the tool.

End

Next Steps

[Configure the Frontend Server nodes](#)

Configure the Frontend Server nodes

Important

Complete the steps below for each planned node in your Frontend Server cluster.

Start

1. In Genesys Administrator, navigate to PROVISIONING > Environment > Applications. Select your Frontend Server application and click Edit...
2. Clone the Frontend Server application by clicking Save & New. Update the following fields:
 - Enter an application name.
 - Remove the connection to the Backend Server.
 - Specify the host and ports (including secure port, if needed) where the Frontend Server node will run.
 - Select the Options tab and configure the following:
 - In the log section, update the all option and provide a distinct file name for this application. For example, c:\logs\WebEngagement\Web_Engagement_Frontend_Node_1. This will allow you to distinguish between the logs produced by the different nodes in the cluster.
 - In the settings section, set the value of the loadbalancer option to `<schema>://<BackendLoadBalancerHost>:<BackendLoadBalancerPort>/backend` Where:
 - `<schema>` — http or https
 - `<BackendLoadBalancerHost>` — The FQDN or IP of the host for the Backend load balancer. This should be the value set in step 2 of the [Update the Backend Server application](#) procedure.
 - `<BackendLoadBalancerPort>` — The port of the Backend load balancer.
3. Copy the `<GWE_Installation_Home>\servers\frontend\` directory to the host planned for this node.
4. In the `<GWE_Installation_Home>\servers\frontend\` directory, change the following values in the `launcher.xml`, `launcher_32.xml`, and `launcher_64.xml` files:
 - In the format tag of the `webs_host` parameter, replace the default attribute value with the host (FQDN or IP). For example, `<format type="string" default="123.34.56.78" />` or `<format type="string" default="my.site.com" />`.
 - In the format tag of the `http_port` parameter, replace the default attribute value with the port for this node. For example, `<format type="numeric" default="11081" />`.
 - In the format tag of the `https_port` parameter, replace the default attribute value with the secure port for this node, if applicable. For example, `<format type="numeric" default="11483" />`.
 - In the format tag of the `app` parameter, replace the default attribute value with the name of the application. For example, `<format type="string" default="Web_Engagement_Frontend_Node_1" />`.

End

Next Steps

- [Configure the Backend Server nodes](#)

Configure the Backend Server nodes

Important

Complete the steps below for each planned node in your Backend Server cluster.

Start

1. In Genesys Administrator, navigate to PROVISIONING > Environment > Applications. Select your Backend Server application and click Edit...
2. Clone the Backend Server application by clicking Save & New. Update the following fields:
 - Enter an application name.
 - Remove the connection to the Frontend Server.
 - Specify the host and ports (including secure port, if needed) where the Backend Server node will run.
 - Select the Options tab and configure the following:
 - In the log section, update the all option and provide a distinct file name for this application. For example, c:\logs\WebEngagement\Web_Engagement_Backend_Node_1. This will allow you to distinguish between the logs produced by the different nodes in the cluster.
 - In the settings section, set the value of the loadbalancer option to `<schema>://<FrontendLoadBalancerHost>:<FrontendLoadBalancerPort>/frontend` Where:
 - `<schema>` — http or https
 - `<FrontendLoadBalancerHost>` — The FQDN or IP of the host for the Frontend load balancer.
 - `<FrontendLoadBalancerPort>` — The port of the Frontend load balancer.
3. Copy the `<GWE_Installation_Home>\servers\backend\` directory to the host for this node.
4. In the copied `\servers\backend\` directory, change the following values in the `launcher.xml`, `launcher_32.xml`, and `launcher_64.xml` files:
 - In the format tag of the `webs_host` parameter, replace the default attribute value with the host (FQDN or IP) for this node. For example, `<format type="string" default="123.34.56.78" />` or `<format type="string" default="my.site.com" />`.
 - In the format tag of the `http_port` parameter, replace the default attribute value with the port for this node. For example, `<format type="numeric" default="11081" />`.

- In the format tag of the `https_port` parameter, replace the default attribute value with the secure port for this node, if applicable. For example, `<format type="numeric" default="11483" />`.
- In the format tag of the `app` parameter, replace the default attribute value with the name of the application. For example, `<format type="string" default="Web_Engagement_Backend_Node_1" />`

End

Next Steps

- [Implement Load Balancing](#)

Start the server clusters

Prerequisites

- You have implemented load balancing.

Start

1. Start the Frontend load balancer and the Backend load balancer.
2. Start the Backend cluster:
 - Start the Backend Server on the node(s) that is the cluster's seed and wait until it is running.
 - Start the Backend Server on the other nodes of the cluster and wait until they are running.
3. Start the Frontend cluster:
 - Start the Frontend Server on the nodes of the cluster and wait until they are running.

End

Tip

When installing the cluster, there may be problems with Fully Qualified Domain Names (related to re-defining the FQDN to the desired IP). You must check that there are no issues each time you deploy Web Engagement into the cluster.

Categories are updated by Web Engagement servers "on the fly" and no additional configuration is necessary.