GENESYS™

Deployment Guide

Install on Linux

5/4/2025

Install on Linux

Installing Web Engagement Backend Server on the Linux operating system

Purpose: To install the deployment files for the Genesys Web Engagement Backend Server on the Linux server.

	Note: After running one of the installers, inspect the directory tree of your system to make sure that the files have been installed in the location that you intended.

Start

1. Open a terminal in the Genesys Web Engagement CD/DVD or the Genesys Web Engagement IP, and run the `Install.sh` file.
   The Genesys Installation starts.

2. Enter the hostname of the host on which you are going to install.

3. Enter the connection information to log in to Configuration Server:

   - The hostname. For instance, demosrv.genesyslab.com;

   - The listening port. For instance, 2020.

   - The user name. For instance, demo.

   - The password.

   - If the connection settings are successful, a list of keys and Web Engagement applications is displayed.

4. Enter the key for the Web Engagement Backend Server application that you created previously in Configuration Server.

5. Enter the location where Genesys Web Engagement is to be installed on your web server.
   Note: This location must match the previous settings that you entered in Configuration Server.

6. If the installation is successful, the console displays the following message:

```
Installation of Genesys Web Engagement Backend, version 8.1.x has completed successfully.
```

End

Next Steps

- Installing Web Engagement Frontend Server on the Linux operating system

Installing Web Engagement Frontend Server on the Linux operating system

Purpose: To install the deployment files for the Genesys Web Engagement Frontend Server on the Linux server.

> **Note:** After running one of the installers, inspect the directory tree of your system to make sure that the files have been installed in the location that you intended.

Start

1. Open a terminal in the Genesys Web Engagement CD/DVD or the Genesys Web Engagement IP, and run the Setup.sh file.
   The Genesys Installation starts.

2. Enter the hostname of the Configuration Server.

3. Enter the connection information to log in to the Configuration Server:

   - The hostname. For instance, demosrv.genesyslab.com.

   - The listening port; for instance, 2020.

   - The user name. For instance, demo.

   - The password.

   - If the connection settings are successful, a list of keys and Web Engagement applications is displayed.

4. Enter the key for the Web Engagement Frontend Server application that you created previously in Configuration Server.

5. Enter the location where Genesys Web Engagement is to be installed on your web server.
   Note: This location must match the previous settings that you entered in Configuration Server.

6. Enter 32 to install the 32-bit version of the product or 64 to install the 64-bit version of the product;

7. If the installation is successful, the console displays the following message:

```
Installation of Genesys Web Engagement Frontend, version 8.1.x has completed successfully.
```

End

- Provisioning is done automatically.

Next Steps

- See Installing Plug-ins.