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Developer's Guide

[Start your Servers](#)

Start your Servers



Purpose: To describe how to start the servers.

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Configure the Web Engagement Channel



Purpose: To configure the engagement channel in the Backend Server's configuration options.

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. Select the options panel. In the `service:wmsg` section, select the `wmsg.connector.defaultEngagementChannel` option and enter the engagement mode that you wish to implement for your application: `proactiveChat`, `proactiveCallback`.

End

Next Steps

 [Configure the Registration Form](#)

Configure the Registration Form



Purpose: Set up the Registration Form in the Backend Server's configuration options. This option displays the registration form to anonymous customers when they are engaged by the Solution.

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. Select the options panel. In the `service:wmsg` section, select the `wmsg.connector.wns.showRegistrationForm` option. Set to `all` to display this form for all types of engagement. See the [wmsg.connector.wns.showRegistrationForm](#) for details about possible values.

End

Next Steps

 [Start the Web Engagement Servers](#)

Start the Web Engagement Servers



Purpose: If you've been through all the previous steps successfully, you can start your Web

Engagement Servers from either **Genesys Administrator**, or the **Start.bat** script.

Start

- You can start servers from the Genesys Administrator.
 1. Navigate to PROVISIONING > Environment > Applications.
 2. Select the Web Engagement Servers.
 3. Click Start applications in the Runtime panel.
- Or, use the provided Start.bat script.
 1. Navigate to the Web Engagement installation directory and launch the Windows Console of commands (cmd.exe).
 2. Type:
start.bat

End

The Web Engagement Backend Server and Web Engagement Frontend Server are started in Genesys Administrator.

Next Steps

 [Summary of Tasks](#)