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# Deployment Guide

## Installing the Genesys Web Engagement Servers

5/10/2025

# Installing the Genesys Web Engagement Servers

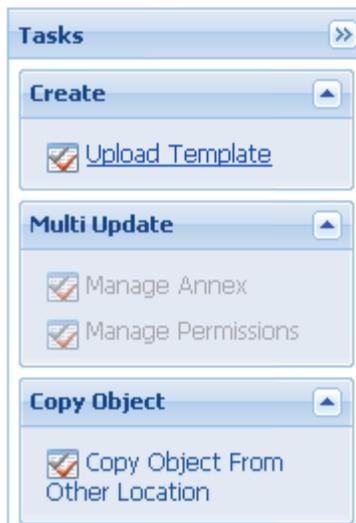
Complete the procedures on this page if you are following the Genesys Web Engagement **Standalone deployment scenario**, which is appropriate for a lab environment.

1. [Importing the Backend Server Application Template](#)
2. [Creating the Backend Server Application](#)
3. [Configuring the Backend Server Application](#)
4. [Configuring a Connection to a Cluster of Chat Servers \(Optional\)](#)
5. [Installing the Backend Server](#)
6. [Importing the Frontend Server Application Template](#)
7. [Creating the Frontend Server Application](#)
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9. [Installing the Frontend Server](#)

## Importing the Backend Server Application Template

### Start

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Application Templates**.
2. In the **Tasks** panel, click **Upload Template**.



Upload Template link in the Tasks panel

3. In the **Click 'Add' and choose application template (APD) file to import** window, click **Add**.
4. Browse to the **Web\_Engagement\_Backend.apd** file or, if your Configuration Server does not support Web Engagement specific types, select **Web\_Engagement\_Backend\_Generic.apd**, available in the **templates** directory of your installation CD. The **New Application Template** panel opens.
5. Click **Save & Close**.

**End**

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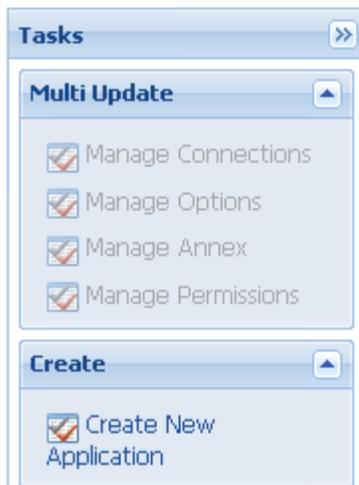
## Creating the Backend Server Application

### Prerequisites

- You completed [Importing the Backend Server Application Template](#).

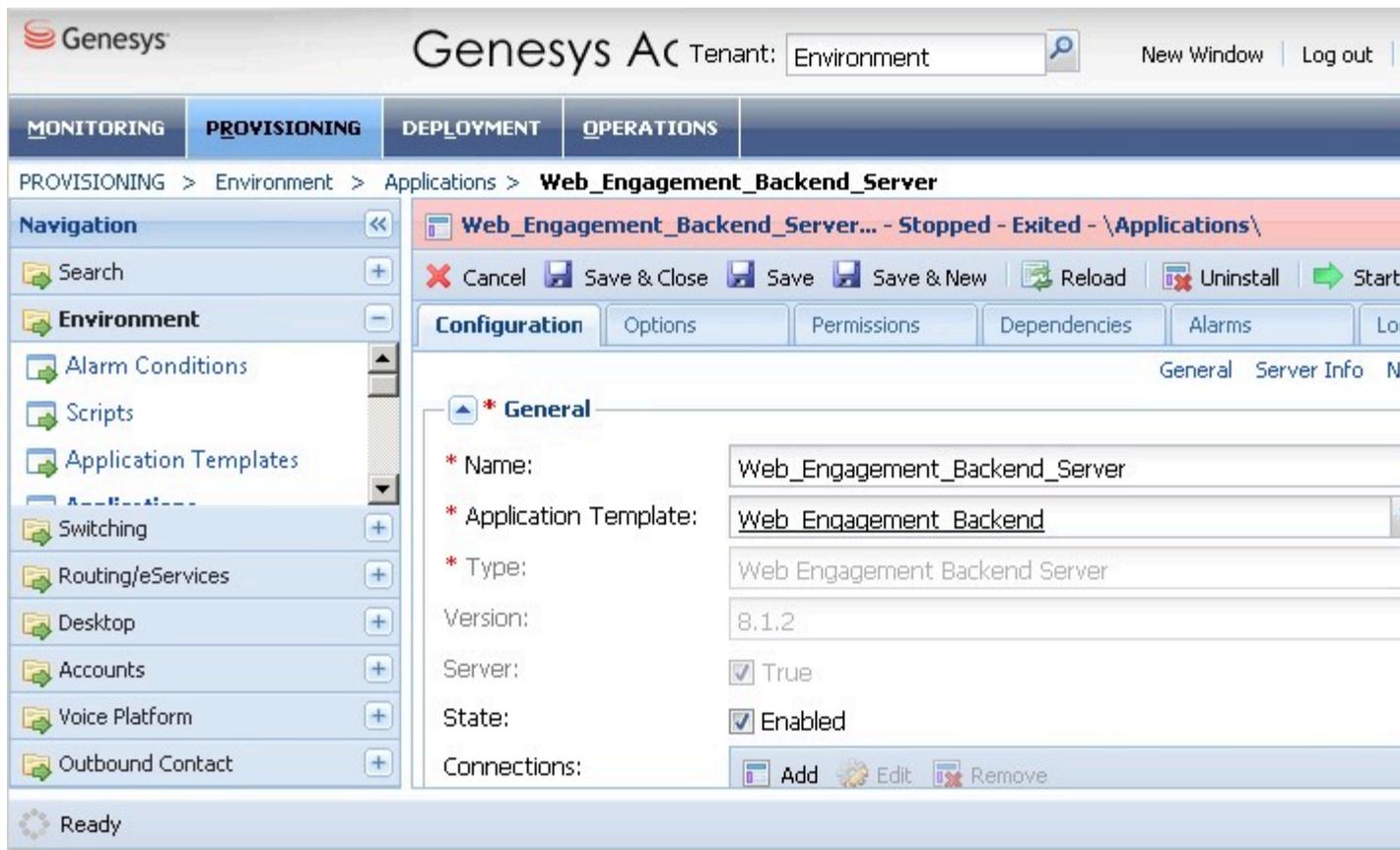
### Start

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Applications**.
2. In the **Tasks** panel, click **Create New Application**.



Create New Application link.

3. In the **Select Application Template** panel, click **Browse for Template** and select the Backend Server template that you imported in [Importing the Backend Server Application Template](#). Click **OK**.
4. The template is added to the **Select Application Template** panel. Click **Next**.
5. In the **Select Metadata file** panel, click **Browse** and select the **Web\_Engagement\_Backend.xml** file or select the **Web\_Engagement\_Backend\_Generic.xml** file if you chose **Web\_Engagement\_Backend\_Generic.apd** in Step 4 of [Importing the Backend Server Application Template](#). Click **Open**.
6. The metadata file is added to the **Select Metadata file** panel. Click **Next**.
7. In **Specify Application parameters**:
  - Enter a name for your application. For instance, `Web_Engagement_Backend_Server`.
  - Enable the **State**.
  - Select the **Host** on which the Backend Server will reside.
  - Click **Create**.
8. The **Results** panel opens.
9. Enable **Opens the Application details form after clicking 'Finish'** and click **Finish**. The Backend Server application form opens and you can start configuring the Backend Server application.



Backend Server application opened in Genesys Administrator.

**End**[Back to top](#)

## Configuring the Backend Server Application

**Prerequisites**

- You completed [Creating the Backend Server Application](#).

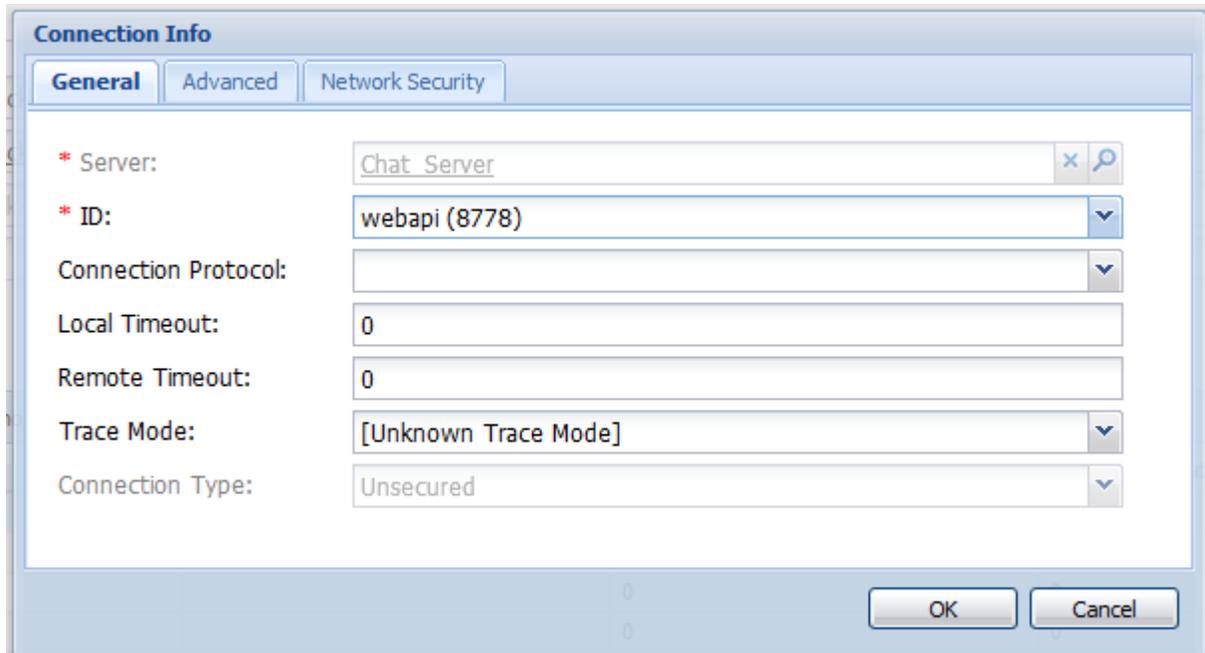
**Start**

- If your Backend Server application form is not open in Genesys Administrator, navigate to **Provisioning > Environment > Applications**. Select the application defined for the Web Engagement Backend Server and click **Edit...**
- In the Connections section of the **Configuration** tab, click **Add**. The **Browse for applications** panel opens. Select the Genesys application defined for Interaction Server, then click **OK**.
- Repeat the previous step for Stat Server and Chat Server. Optionally, you can also add a connection to Orchestration Server or Message Server (to apply the **network** logging option).

**Note:** You must add a connection to the Frontend Server after you complete [Configuring the](#)

### Frontend Server Application.

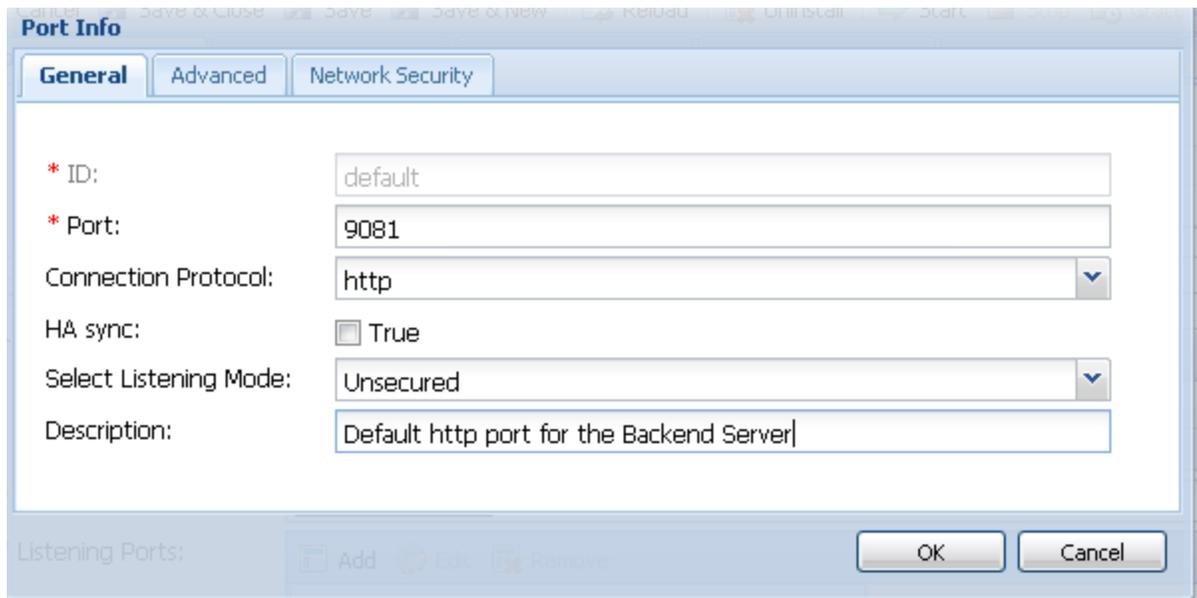
4. Select the Chat Server row in the list of connections and click Edit. In the **Connection Info** window, select the webapi port for the **ID**. Click OK.



You must set the **ID** to the webapi port.

**Note:** Genesys Web Engagement also supports Chat Server clusters. To configure the Web Engagement Backend Server to work with a cluster of Chat Server objects, see [Configuring a Connection to a Cluster of Chat Servers \(Optional\)](#).

5. Expand the **Server Info** pane.
6. In the Tenant section, click **Add** and select your tenant. For instance, Environment. Click **OK**.  
**Note:** The Frontend Server and Backend Server applications should belong to the same Tenant. See [Multi-Tenancy](#) for details.
7. If your **Host** is not defined, click the lookup icon to browse to the hostname of your application.
8. In the Listening Ports section, create the default port by clicking **Add**. The **Port Info** dialog opens.
  - Enter the **Port**. For instance, 9081.
  - Choose http for the **Connection Protocol**.
  - Click **OK**. The HTTP port with the default identifier appears in the list of **Listening ports**.



Default HTTP port

9. Optionally, you can add a secure listening port for authenticated users, secured connections, and secure chat. Click **Add**. The **Port Info** dialog opens.
- Enter https for the ID field. This specific ID is required in GWE 8.1.2.
  - Enter the **Port**. For instance, 9443.
  - Enter https for the **Connection Protocol**.
  - Choose Secured for the **Listening Mode**.
  - Click **OK**.



Secure listening port

10. Create the port with the backend/data/rules/deploy identifier by clicking **Add**.
  - Enter backend/data/rules/deploy for the ID.
  - Enter the same port value as you did for the default port. For instance, 9081.
  - Select http for the **Connection Protocol**.
  - Click **OK**. The HTTP port with backend/data/rules/deploy ID appears in the list of Listening ports.
11. Optionally, you can explicitly add a Jetty stop port for the Backend Server. If you do not define a stop port, it is auto-generated when you start the server. To specify the stop port, click the Add button. The Port Info dialog opens.
  - Enter stop for the **ID** field. This specific ID is required.
  - Enter the **Port**. For instance, 18081.
  - Click **OK**. The stop port appears in the list of Listening ports.

ID	Port ▲
backend/data/rules/deploy	9081
default	9081
https	9443
stop	19081

Listening ports

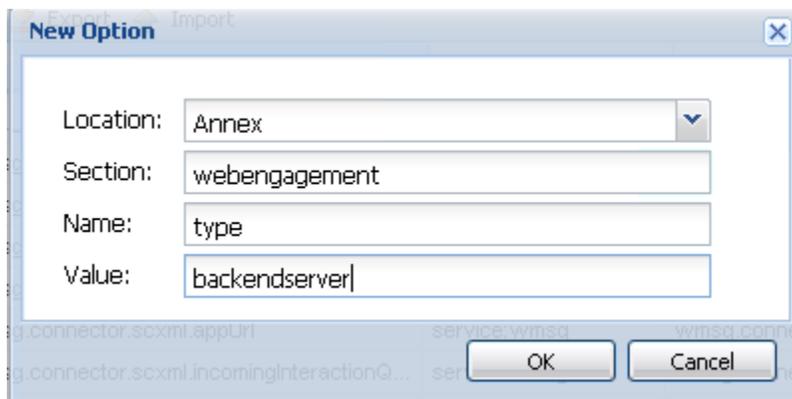
12. Ensure the **Working Directory** and **Command Line** fields contain "." (period). They are automatically populated when the Backend Server is installed.

The screenshot shows the 'Configuration' dialog with the 'Options' tab active. The following fields are visible:

- Working Directory:** .
- Command Line:** .
- Command Line Arguments:** (empty)
- Startup Timeout:** 90
- Shutdown Timeout:** 90
- Backup Server:** [Unknown Backup Server]
- Redundancy Type:** Not Specified
- Timeout:** 10
- Attempts:** 1
- Auto Restart:**  True
- Log On As SYSTEM :**  True
- Log On Account:** [Unknown Log On Account]

Commands

13. Click **Save**.
14. The **Confirmation** dialog for changing the application's port opens. Click **Yes**.
15. (Optional) Select the **Options** tab. In the **[log]** section, the **all** option is set to stdout by default. Enter a filename if you wish to enable logging to a file. For example, you can enter stdout, C:\Logs\WebEngagement\Backend\_Server to force the system to write logs in the console and in a file.
16. (Optional) You need to create a **webengagement** annex only if your Web Engagement Backend Server application's type is Genesys Generic Server. Click **New** in the **Options** tab. The **New Options** dialog opens.
  - Select Annex for **Location**.
  - Enter webengagement for **Section**.
  - Enter type for **Name**.
  - Enter backendserver for **Value**.



Backend type.

- Click **OK** to create the new annex. You can see it by selecting Advanced View (Annex) in the **View** selector.
17. Click **Save & Close**. If the **Confirmation** dialog opens, click **Yes**.

**End**

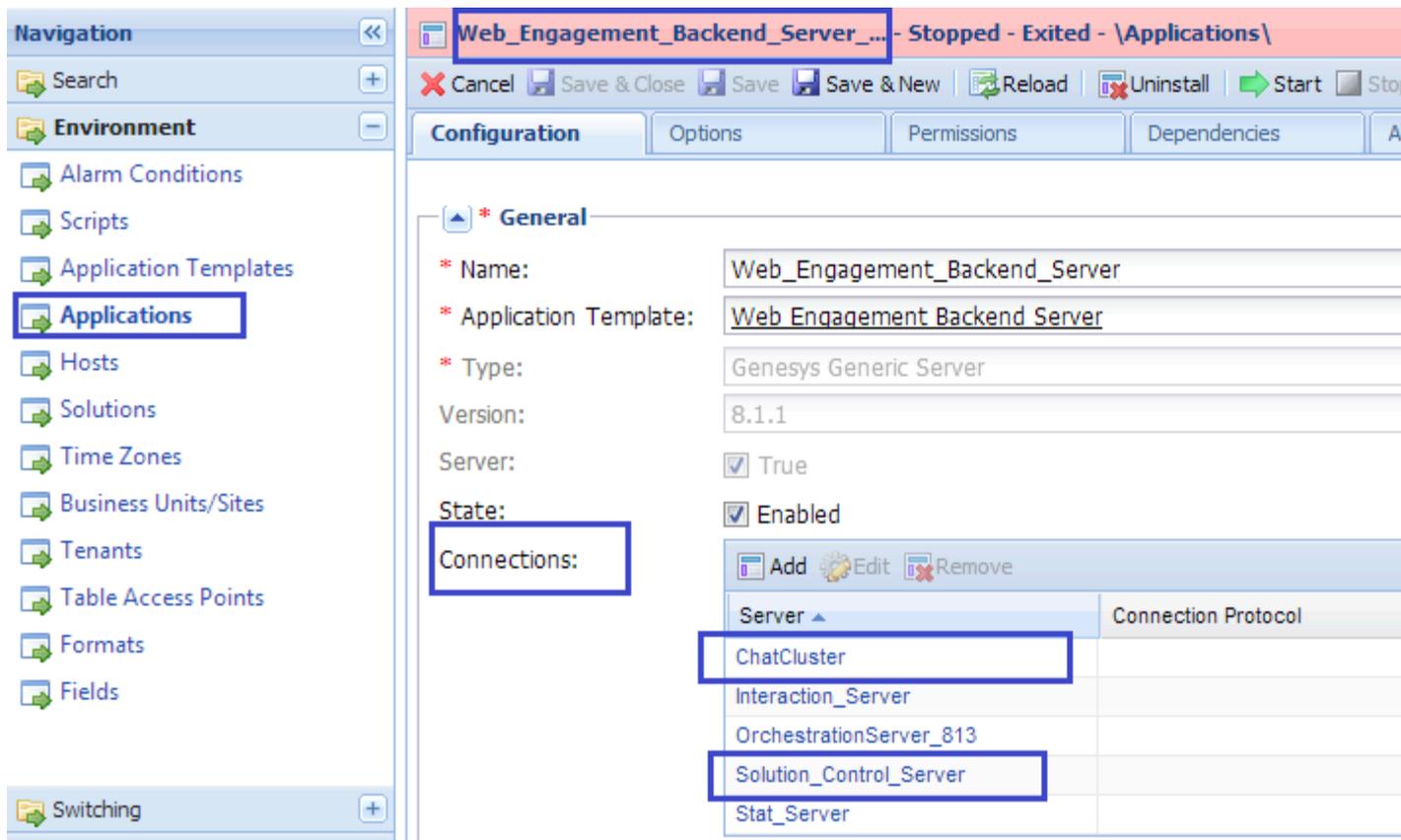
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## Configuring a Connection to a Cluster of Chat Servers (Optional)

Complete the steps below to configure a cluster of Chat servers for the Backend Server.

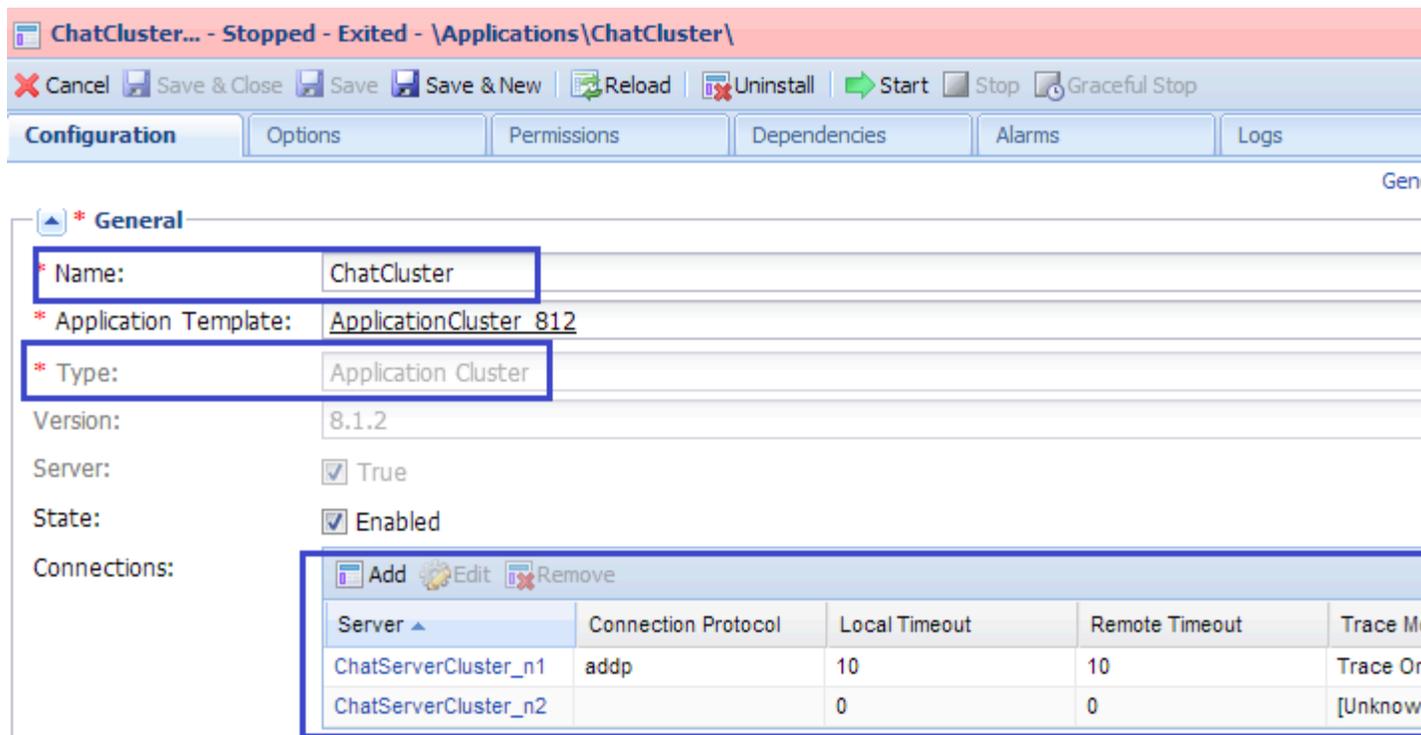
### Start

1. In Genesys Administrator, navigate to **Provisioning > Environment > Applications**, select your Backend Server application, and click **Edit**.
2. In the Connections section, add a connection to Solution Control Server and an Application Cluster application that has connections to one or more Chat servers.



The Backend Server has a connection to the **ChatCluster** Application Cluster application.

3. Click **Save & Close**
4. Open your Application Cluster application.
5. In the Connections section, add connections to one or more Chat Servers.



The **ChatCluster** application has connections to two Chat servers.

6. Click **Save & Close**.

**End**

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## Installing the Backend Server

Install the Backend Server on Windows or Linux.

### Windows

#### Prerequisites

- [Configuring the Backend Server Application](#)

#### Start

1. In your installation package, locate and double-click the **setup.exe** file. The Install Shield opens the welcome screen.
2. Click **Next**. The **Connection Parameters to the Configuration Server** screen appears.
3. Under **Host**, specify the host name and port number where Configuration Server is running. (This is the main "listening" port entered in the **Server Info** tab for Configuration Server.)

4. Under **User**, enter the user name and password for logging on to Configuration Server.
5. Click **Next**. The **Select Application** screen appears.
6. Select the Web Engagement Backend Server Application that you are installing. The **Application Properties** area shows the **Type**, **Host**, **Working Directory**, **Command Line executable**, and **Command Line Arguments** information previously entered in the **Server Info** and **Start Info** tabs of the selected Application object.
7. Click **Next**. The **Choose Destination Location** screen appears.
8. Under **Destination Folder**, keep the default value or browse for the desired installation location.
9. Click **Next**. The **Backup Configuration Server Parameters** screen appears.
10. If you have a backup Configuration Server, enter the **Host name** and **Port**.
11. Click **Next**. The **Ready to Install** screen appears.
12. Click **Install**. The Genesys Installation Wizard indicates it is performing the requested operation for Backend Server. When through, the **Installation Complete** screen appears.
13. Click **Finish** to complete your installation of the Backend Server.
14. Inspect the directory tree of your system to make sure that the files have been installed in the location that you intended.

## End

## Linux

### Prerequisites

- [Configuring the Backend Server Application](#)

### 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 you have a backup Configuration Server, enter the Host name and Port.
7. If the installation is successful, the console displays the following message:  
Installation of Genesys Web Engagement Backend, version 8.1.x has completed successfully.
8. Inspect the directory tree of your system to make sure that the files have been installed in the location that you intended.

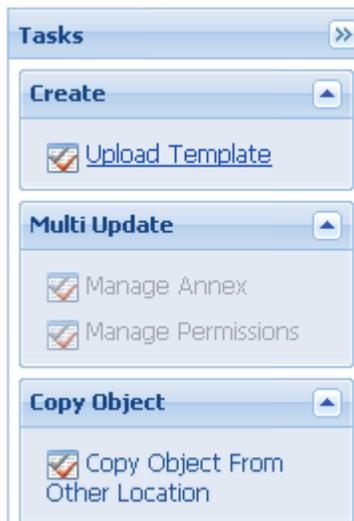
### End

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## Importing the Frontend Server Application Template

### Start

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Application Templates**.
2. In the **Tasks** panel, click **Upload Template**.



Upload Template link in the Tasks panel

3. In the **Click 'Add' and choose application template (APD) file to import** window, click **Add**.
4. Browse to the **Web\_Engagement\_Frontend.apd** file or, if your Configuration Server does not support Web Engagement specific types, select **Web\_Engagement\_Frontend\_Generic.apd**, available in the **templates** directory of your installation CD. The **New Application Template** panel opens.
5. Click **Save & Close**.

### End

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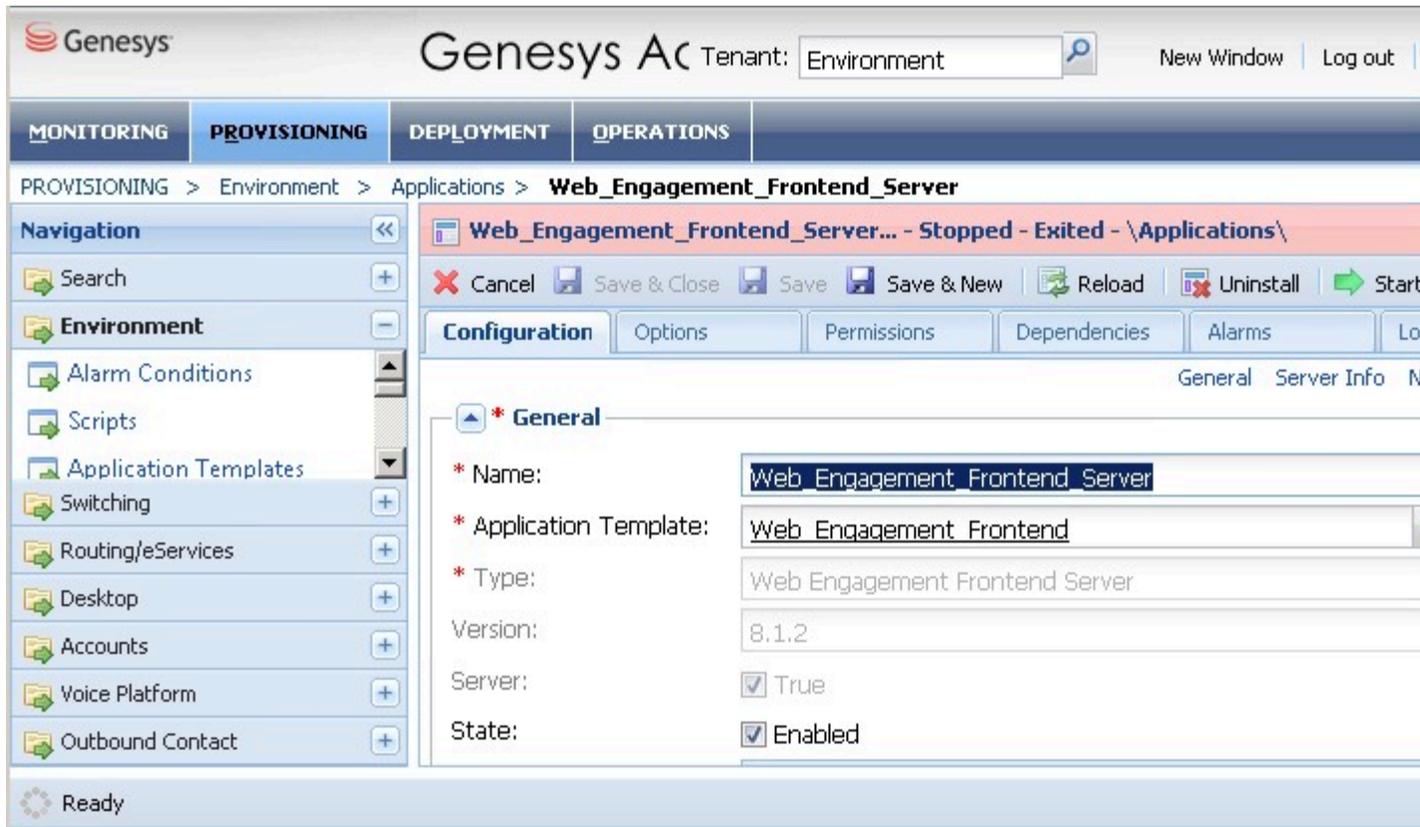
## Creating the Frontend Server Application

### Prerequisites

- You completed [Importing the Frontend Server Application Template](#).

### Start

1. Open Genesys Administrator and navigate to **Provisioning > Environment > Applications**.
2. In the **Tasks** panel, click **Create New Application**.
3. In the **Select Application Template** panel, click **Browse for Template** and select the Frontend Server template that you imported in [Importing the Frontend Server Application Template](#). Click **OK**.
4. The template is added to the **Select Application Template** panel. Click **Next**.
5. In the **Select Metadata file** panel, click **Browse** and select the **Web\_Engagement\_Frontend.xml** file or select the **Web\_Engagement\_Frontend\_Generic.xml** file if you chose **Web\_Engagement\_Frontend\_Generic.apd** in Step 4 of [Importing the Frontend Server Application Template](#). Click **Open**.
6. The metadata file is added to the **Select Metadata file** panel. Click **Next**.
7. In **Specify Application parameters**:
  - Enter a name for your application — for instance, `Web_Engagement_Frontend_Server`.
  - Enable the **State**.
  - Select the **Host** on which the Frontend Server will reside.
  - Click **Create**.
8. The **Results** panel opens.
9. Enable **Opens the Application details form after clicking 'Finish'** and click **Finish**. The Frontend Server application form opens and you can start configuring the Frontend Server application.



Frontend Server application opened in Genesys Administrator.

End

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## Configuring the Frontend Server Application

### Important

After completing this procedure, you can open the Backend Server application and add a connection to the Frontend Server.

### Prerequisites

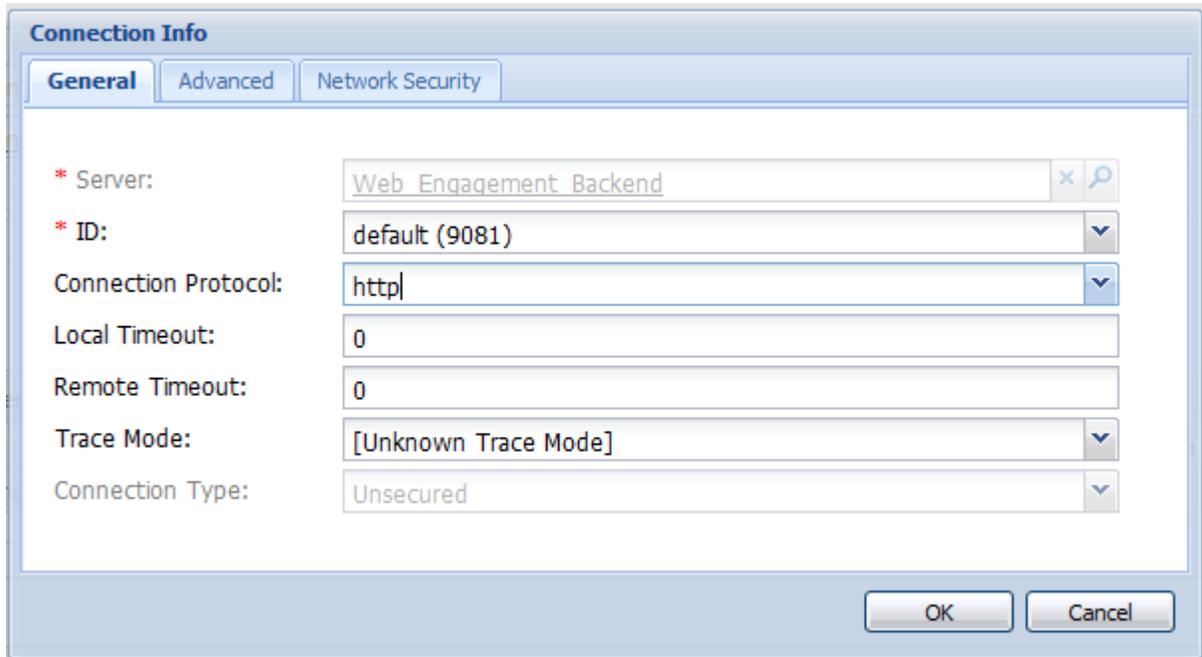
- You completed [Creating the Frontend Server Application](#).

### Start

1. If your Frontend Server application form is not open in Genesys Administrator, navigate to **Provisioning > Environment > Applications**. Select the application defined for the Web Engagement Frontend

Server and click **Edit...**

- In the Connections section, click **Add**. The **Browse Applications** dialog opens. Select the Backend Server application and click **OK**. Optionally, you can repeat this step to configure a connection to Message Server, which will enable you apply the **network** logging option.
- Select the Backend Server row in the list of connections and click **Edit**. In the **Connection Info** window, set http for the **Connection Protocol**. Click **OK**. **Note:** If you skip this step, the Web Engagement solution will not work.



Set the Connection Protocol to http.

- Expand the **Server Info** pane.
- In the Tenant section, click **Add** and select your tenant. For instance, Environment. Click **OK**.  
**Note:** The Frontend Server and Backend Server applications should belong to the same Tenant. See [Multi-Tenancy](#) for details.
- If your **Host** is not defined, click the lookup icon to browse to the hostname of your application.
- In the Listening Ports section, create the default port by clicking **Add**. The **Port Info** dialog opens.
  - Enter the **Port**. For instance, 8081.
  - Choose http for the **Connection Protocol**.
  - Click **OK**.
- Optionally, you can add a secure listening port by clicking the **Add** button. The **Port Info** dialog opens.
  - Enter https for the **ID** field. This specific ID is required in GWE 8.1.2.
  - Enter the **Port**. For instance, 8443.
  - Choose https for the **Connection Protocol**.
  - Choose Secured for the **Listening Mode**.
  - Click **OK**.



Secure listening port

9. Optionally, you can explicitly add a Jetty stop port for the Backend Server. If you do not define a stop port, it is auto-generated when you start the server. To specify the stop port, click the Add button. The Port Info dialog opens.

- Enter stop for the **ID** field. This specific ID is required.
- Enter the **Port**. For instance, 18081.
- Click **OK**. The stop port appears in the list of Listening ports.

ID	Port ▲
default	8081
https	8443
stop	18081

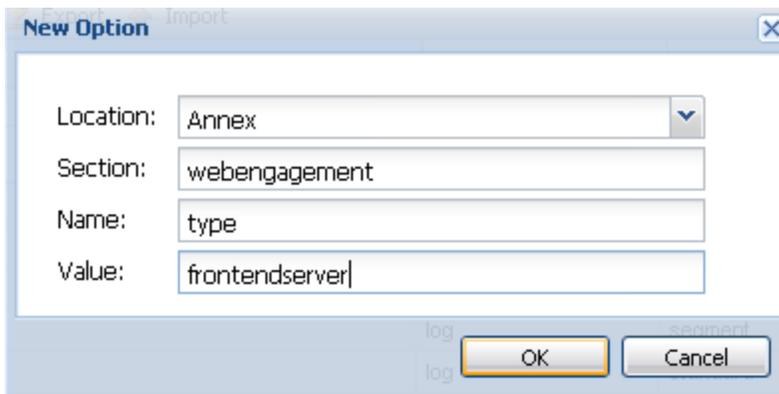
Listening ports

10. Ensure the **Working Directory** and **Command Line** fields contain "." (period). They are automatically populated when the Frontend Server is installed.

Configuration	Options	Permissions	Dependencies	Alarms	Logs
					General Serv
* Working Directory:	.				
* Command Line:	.				
Command Line Arguments:					
* Startup Timeout:	90				
* Shutdown Timeout:	90				
Backup Server:	[Unknown Backup Server]				
* Redundancy Type:	Not Specified				
* Timeout:	10				
* Attempts:	1				
Auto Restart:	<input type="checkbox"/> True				
Log On As SYSTEM :	<input checked="" type="checkbox"/> True				
* Log On Account:	[Unknown Log On Account]				

Commands for the Frontend Server.

11. Click **Save**.
12. The **Confirmation** dialog for changing the application's port opens. Click **Yes**.
13. (Optional) Select the **Options** tab. In the **[log]** section, the **all** option is set to stdout by default. Enter a filename if you wish to enable logging to a file. For example, you can enter stdout, c:\logs\WebEngagement\Frontend\_Server to force the system to write logs in the console and in a file.
14. (Optional) You need to create a **webengagement** annex only if your Web Engagement Frontend Server application's type is Genesys Generic Server. Click **New** in the **Options** tab. The **New Option** dialog opens.
  - Select Annex for **Location**.
  - Enter webengagement for **Section**.
  - Enter type for **Name**.
  - Enter frontendserver for **Value**.



Annex for the Frontend.

- Click **OK**. You can see it by selecting Advanced View (Annex) in the **View** selector.

15. Click **Save & Close**. If the **Confirmation** dialog opens, click **Yes**.

### End

### Next Steps

Open your Backend Server application and add a connection to the Frontend Server.

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## Installing the Frontend Server

Install the Frontend Server on Windows or Linux.

### Windows

#### Prerequisites

- [Configuring the Frontend Server](#)

#### Start

1. In your installation package, locate and double-click the **setup.exe** file. The Install Shield opens the welcome screen.
2. Click **Next**. The **Select Installed Application** screen appears.
3. Select the Backend Server application you created in [Creating the Backend Server Application](#).
4. Click **Next**. The **Connection Parameters to the Configuration Server** screen appears.
5. Under **Host**, specify the host name and port number where Configuration Server is running. (This is the main "listening" port entered in the Server Info tab for Configuration Server.)
6. Under **User**, enter the user name and password for logging on to Configuration Server.

7. Click **Next**. The **Select Application** screen appears.
8. Select the Web Engagement Frontend Server Application that you are installing. The **Application Properties** area shows the **Type**, **Host**, **Working Directory**, **Command Line executable**, and **Command Line Arguments** information previously entered in the **Server Info** and **Start Info** tabs of the selected Application object.
9. Click **Next**. The **Backup Configuration Server Parameters** screen appears.
10. If you have a backup Configuration Server, enter the **Host name** and **Port**.
11. Click **Next**. The **Ready to Install** screen appears.
12. Click **Install**. The Genesys Installation Wizard indicates it is performing the requested operation for Frontend Server. When through, the **Installation Complete** screen appears.
13. Click **Finish** to complete your installation of the Frontend Server.

## End

## Linux

### Prerequisites

- [Configuring the Frontend Server](#)

### 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. Select the Backend Server application you created in [Creating the Backend Server Application](#).
3. Enter the hostname of the host on which you are going to install.
4. 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.
5. Enter the key for the Web Engagement Frontend Server application that you created previously in Configuration Server.
6. If you have a backup Configuration Server, enter the Host name and Port.
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

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### **Next Steps**

- You can now [Configure Genesys Rules System](#) to work with GWE.