

# **GENESYS**

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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
- 8. Configuring the Frontend Server Application
- 9. Installing the Frontend Server

### Importing the Backend Server Application Template

- 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.
- 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.

- 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.
- 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.

LOYMENT OPERATIONS ations > Web_Engagement Web_Engagement_Back Cancel Save & Close Configuration Options	s ent_Backend_Server ckend_Server Stopped - Exited - \Applications\ Save Save & New State Character State Permissions Dependencies Alarms	art Lo
ations > Web_Engagement_Bac Web_Engagement_Bac Cancel J Save & Close	ent_Backend_Server ckend_Server Stopped - Exited - \Applications\ Save Save & New Reload Reload Opermissions Dependencies Alarms	art Lo
Web_Engagement_Bac Cancel J Save & Close	ckend_Server Stopped - Exited - \Applications\ Save Save & New Reload Reload Constall State Permissions Dependencies Alarms	art Lo
Cancel 🛃 Save & Close	Save     Save & New     Reload     Image: Uninstall     State       Permissions     Dependencies     Alarms	art Lo
Configuration Options	Permissions Dependencies Alarms	Lo
H		
Seneral	General Server Info	N
* Name:	Web_Engagement_Backend_Server	_
* Application Template:	Web Engagement Backend	1
* Type:	Web Engagement Backend Server	
Version:	8.1.2	
Server:	🖉 True	
State:	🗹 Enabled	
Connections:	🗖 Add 🎲 Edit 📴 Remove	
	Seneral     Seneral     Name:     Application Template:     Type:     Version:     Server:     State:     Connections:	Seneral         * Name:       Web_Engagement_Backend_Server         * Application Template:       Web_Engagement_Backend         * Type:       Web Engagement_Backend Server         Version:       8.1.2         Server:       Image: True         State:       Image: Engagement_Backend         Image: Imag

Backend Server application opened in Genesys Administrator.

#### End

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### Configuring the Backend Server Application

#### **Prerequisites**

• You completed Creating the Backend Server Application.

- 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....
- 2. 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.

Connection Info		
General Advanced Ne	etwork Security	
* Server:	Chat_Server ×	2
* ID:	webapi (8778)	~
Connection Protocol:		~
Local Timeout:	0	
Remote Timeout:	0	
Trace Mode:	[Unknown Trace Mode]	~
Connection Type:	Unsecured	~
	ОК	Cancel

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.
- 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**.

General Advanced N	etwork Security	
* ID:	default	
* Port:	9081	
Connection Protocol:	http	~
HA sync:	True	
Select Listening Mode:	Unsecured	~
Description:	Default http port for the Backend Server	

Default HTP 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.

ID:	https	
Port:	9443	
Connection Protocol:	https	~
IA sync:	True	
Select Listening Mode:	Secured	~
Description:		

- 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.

ſ	Configuration	Options	Permissions	Dependencies	Alarms	Logs	
						General	Serv
	* Working Directory						
	* Command Line:						
	Command Line Arguments:						
	* Startup Timeout:	90					
	* Shutdown Timeou	ut: 90					
	Backup Server:	[Unknown Ba	ckup Server]				
	* Redundancy Type	Not Specified					
	* Timeout:	10					
	* Attempts:	1					
	Auto Restart:	🔲 True					
	Log On As SYSTEM	: 📝 True					
	* Log On Account:	[Unknown Lo	g On Account]				
Сс	ommands						

- 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.
- (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.

	New Option		×
	Location:	Annex	
0	Section:	webengagement	
0 10	Name:	type	
<u>c</u>	Value:	backendserver	
g		I.appUrl service.wmsq wmsq c I.incomingInteractionQ ser OK Cancel	

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.

- 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.

Navigation			kand Camar	Etoppod - Evited -	Applications)
navigation	<u> </u>	web_chgagement_bac		- Stopped - Exited -	(Applications (
🙀 Search	+	X Cancel 🚽 Save & Close 🔓	🚽 Save 🚽 Save	& New 🛛 🔀 Reload 🛛 👔	👷 Uninstall 🛛 🛋 Start 📓 Sto
潯 Environment		Configuration Opti	ons	Permissions	Dependencies A
📑 Alarm Conditions					
🕞 Scripts		← ▲ * General			
Application Templates		* Name:	Web_Engage	ment_Backend_Serve	r.
Applications		* Application Template:	Web Engager	ment Backend Server	
		* Type:	Genesys Gene	eric Server	
Solutions		Version:	8.1.1		
📑 Time Zones		Server:	🔽 True		
📑 Business Units/Sites		State:	Enabled		
🕞 Tenants		Connections:	R Add	it 🙀 Remove	
🕞 Table Access Points			Server 🔺		Connection Protocol
📑 Formats		I Г	ChatCluster		
📑 Fields		L .	Interaction_Ser	ver	
-			OrchestrationS	erver_813	
			Solution_Contro	ol_Server	
🙀 Switching	+		Stat_Server		
		11			

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.

🕻 Cancel 🚽 Save & Close 🛛	🚽 Save 🚽 Save & New	🔁 Reload 🛛 🙀 Uninstall	📫 Start 📓 Sto	op 🔀 Graceful Stop	
Configuration Opt	ions Permis	ssions Depend	encies /	larms	Logs
* General					Gen
* Name:	ChatCluster				
* Application Template:	ApplicationCluster 812	2			
* Type:	Application Cluster				
Version:	8.1.2				
Server:	🔽 True				
State:	📝 Enabled				
Connections:	🖬 Add 🎲 Edit 🙀 Rer	move			
	Server 🔺	Connection Protocol	Local Timeout	Remote Time	out Trace M
	ChatServerCluster_n1	addp	10	10	Trace Or
	ChatServerCluster_n2		0	0	[Unknow

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

- 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.
- 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

- 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.
- 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.

- 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**.
- 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.

Senesys	Genesys Ac Tenant: Environment P New Window Log of		
		s	
PROVISIONING > Environment >	Applications > Web_Engageme	ent_Frontend_Server	
Navigation	Web_Engagement_Fro	ntend_Server Stopped - Exited - \Applications\	
🕞 Search 🧧	E 🔀 Cancel 🛃 Save & Close	🛃 Save 🛃 Save & New 🛛 🔯 Reload 🛛 🙀 Uninstall 🛛 📫 Start	
🕞 Environment	Configuration Options	Permissions Dependencies Alarms Lo	
📑 Alarm Conditions		General Server Info	
🗔 Scripts	- Ceneral		
Application Templates	Name:	Web_Engagement_Frontend_Server	
Switching	* Application Template:	Web Engagement Frontend	
Routing/eServices	* Type:	Web Engagement Frontend Server	
Desktop	Version:	812	
Accounts	Corvor		
Solution Platform		M Ifue	
🕞 Outbound Contact	State:	🗹 Enabled	
🔅 Ready			

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.

Connection Info		
General Advanced N	etwork Security	
* Server:	Web Engagement Backend	P
* ID:	default (9081)	*
Connection Protocol:	http	*
Local Timeout:	0	
Remote Timeout:	0	
Trace Mode:	[Unknown Trace Mode]	*
Connection Type:	Unsecured	~
	ОК	Cancel

Set the Connection  $\ensuremath{\mathsf{Protocol}}$  to  $\ensuremath{\mathsf{http.}}$ 

- 4. 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.
- 6. If your **Host** is not defined, click the lookup icon to browse to the hostname of your application.
- 7. 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.
- 8. 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.

* ID:	https	
* Port:	8443	
Connection Protocol:	https	~
HA sync:	True	
Select Listening Mode:	Secured	*
Description:		

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	

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

Configuration	Onlines	Devenieriese	Decodercies	1 Alarma	Land
Configuration	Options	Permissions	Dependencies	Harms	Logs
					General Serv
* Working Directory	n .				
* Command Line:					
Command Line Arguments:					
* Startup Timeout:	90				
* Shutdown Timeo	ut: 90				
Backup Server:	[Unknov	n Backup Server]			
* Redundancy Type	e: Not Spe	cified			
* Timeout:	10				
* Attempts:	1				
Auto Restart:	🔳 True				
Log On As SYSTEM	: 📝 True				
* Log On Account:	[Unknov	/n 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**.

New Option	Import	×
Location:	Annex	
Section:	webengagement	
Name:	type	
Value:	frontendserver	
		nent

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

- 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.
- 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

### Next Steps

• You can now Configure Genesys Rules System to work with GWE.

Deployment Guide

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