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Deployment Guide

Prerequisites

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Prerequisites

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Hardware Requirements

See [Sizing](#) for details.

OS Requirements

See the Operating Systems section of the [Genesys Web Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide* for more information on supported operating systems.

Browser Support

Web Browsers

See the Browsers section of the [Genesys Web Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide* for supported browsers.

The following previously supported browsers, although tested, have been **discontinued** and are no longer supported by Genesys:

- Safari 3 and 5
- Firefox 3, 4, and all non-ESR versions
- Internet Explorer 7, 8, 9, and 10

Mobile Browsers

- iOS Safari
- Android Chrome

Known Limitations

The Playground application included in the Genesys Web Engagement solution does not support Internet Explorer 8.

Java Requirements

For Java prerequisites, see the Prerequisites section of the [Genesys Web Engagement](#) page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list

of all prerequisites.

Genesys Environment

In addition to having a **Genesys Management Framework** environment installed and running, the following table lists the **mandatory** Genesys components that are used with a Genesys Web Engagement installation.

Mandatory Components

Component Name	Minimum Compliant Version
Orchestration Server	8.1.300.55
Stat Server	8.5.000.17
Interaction Server	8.5.100.18
Chat Server	8.1.001.41
Genesys Rules Authoring Server	8.5.200.00
Configuration Server (for UTF-8 support)	8.1.200.17

Note: Web Engagement supports a connection to the **Interaction Server Proxy** as an alternative to a direct connection to Interaction Server.

Components for Application Development

The following components are mandatory to create customized Genesys Web Engagement applications:

Component Name	Minimum Compliant Version	Details
Genesys Rules Authoring Tool	8.5.303.08	<p>You must create a user with Roles Privileges that enable the creation of Rules package in Genesys Rules Authoring. See Role-Based Access Control in the Genesys Rules System Deployment Guide.</p> <p>Note: Genesys Web Engagement only supports GRAT versions 8.5.303.08 through 8.5.303.14.</p>
Genesys Rules Development Tool	8.1.400.05	<p>This component must be deployed as Composer plug-in or independently in Eclipse; make sure that settings are correct for Configuration Server and Repository Server, as detailed in Installing the GRDT Component in the Genesys Rules System</p>

Component Name	Minimum Compliant Version	Details
		Deployment Guide.
Composer	8.1.430.03	Mandatory to publish the Web Engagement rules template . This component can also be used to update or deploy routing and engagement strategies.
Genesys Administrator Extension	8.5.210.05	Required to install the Web Engagement Plug-in for Genesys Administrator Extension. Can also be used to provision Web Engagement.
Genesys Administrator	8.1.300.02	Optional. Can be used as an alternative to Genesys Administrator Extension when provisioning Web Engagement.

Components for Interaction Management

Component Name	Workspace Desktop Edition Plug-in Version	Minimum Compliant Version
Workspace Desktop Edition	8.5.000.42	8.5.111.12
	8.5.000.11 – 8.5.000.36	8.5.000.55

Additional Components (Optional)

Component Name	Minimum Compliant Version
CCPulse+	8.0.000.36
Pulse	For information on Pulse support for Web Engagement and Genesys Data Processing Server, see Using Web Engagement with Data Processing Server