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# Deployment Guide

Using Web Engagement with Data Processing Server

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## Contents

- [1 Using Web Engagement with Data Processing Server](#)
  - [1.1 Recommended versions](#)
  - [1.2 Installing dashboards and widgets into Pulse](#)

# Using Web Engagement with Data Processing Server

Web Engagement uses Genesys Data Processing Server for reporting, so that you can digest and visualize the complexities of customer and agent activity.

Some steps required to install and configure Data Processing Server are carried out on **Data Processing Server itself**. This page contains supplementary information you need on the Web Engagement side.

## Recommended versions

Genesys recommends that you use specific Data Processing Server and Web Engagement Server versions together, as shown in the following table:

Data Processing Server	Web Engagement Server	Supported Pulse Version
8.5.000.36	8.5.100.xx	8.5.107.xx

## Installing dashboards and widgets into Pulse

As you are installing and configuring Genesys Data Processing Server, you will reach a point where you are prompted to install your Pulse dashboards and widgets. Follow these instructions and then return to the Data Processing Server installation page.

### Introduction

Web Engagement comes with a configuration tool that is located in **Web Engagement installation directory/tools/pulse**. You can use this tool to install your dashboards and widgets into Pulse in two different ways:

- **Default configuration**—Only requires a few parameters that drive an automated configuration process
- **Manual configuration**—Requires more extensive inputs, but provides more advanced configuration options

**Note:** If you need to import Pulse templates, you must set the **http-read-only** option to false to make Elasticsearch available for writing.

## Prerequisites

- The **enabled** option in the **[kibana]** section of the Web Engagement cluster application is set to true.
- Web Engagement Server is running.
- The **Reporting Data URL** is accessible.
- If you have changed Pulse-related configuration data in the manual configuration mode or upgraded your widgets in the default configuration mode, you must **remove your Pulse templates** so Data Processing Server can create new ones.

## Default configuration

1. Run the default configuration scenario with **gdps-config-tool.jar**:
  - a. Go to **Web Engagement installation directory/tools/pulse**.
  - b. Execute

```
java -jar gdps-config-tool.jar <Reporting Data URL> <gax_host> <Web Engagement data URL>
```

Where <Web Engagement data URL> is the address of the load balancer that redirects requests to the Web Engagement Server on the port specified by the **port** option in the **[kibana]** section of the Web Engagement cluster application.

**Note:** You will be prompted for your GAX user ID and password with interactive input.

**Note:** The default scenario uses a predefined index name. To use a custom index name for your tenant run **gdps-config-tool.jar** with **-Dalias.name=Web\_Engagement\_keyspace\_name**, where *Web\_Engagement\_keyspace\_name* is the value of the **name** option from the **[cassandraKeyspace]** section of the Web Engagement cluster application. For example:

```
java -Dalias.name=gwekeyspace -jar gdps-config-tool.jar http://gwe-cluster-lb:9200 http://gax-host:8040 http://gwe-cluster-lb:5601
```

**Note:** By default, **gdps-config-tool.jar** creates a new system configuration when it is first run, but does not overwrite the system configuration if you run it again. To overwrite an existing system configuration, use the **overwriteSystem** flag. For example:

```
java -jar gdps-config-tool.jar http://gwe-cluster-lb:9200 http://gax-host:8040 http://gwe-cluster-lb:5601 overwriteSystem
```

2. If the configuration process was successful, the console will display **DONE**.

**Note:** If an error has occurred, you can try to run the command again, as there are occasions when the configuration tool can't access an http resource, or when an http response times out.
3. Notify Data Processing Server about the configuration changes using one of these methods:
  - a. Send a GET request:

```
http://<Data Processing Server Host>:<Data Processing Server Port>/pulse-collector/gdps/configuration/init
```

For example,

```
http://example.com:9999/pulse-collector/gdps/configuration/init
```

If the response is Collector has been re-initialized with new configuration, the new configuration was applied successfully.

- b. Reboot Data Processing Server.

**Note:** You do not need to reboot Genesys Administrator Extensions Server, Pulse, or the Web Engagement Server after you have installed your Web Engagement-specific dashboards and widgets. All of the new widget templates, dashboards, and related elements will be added automatically.

## Manual configuration

For manual configuration, run **gdps-config-tool.jar** with **-Dindex.tool.mode=true**.

For more information on how to do this, run `java -Dindex.tool.mode=true -jar gdps-config-tool.jar`.

### Example 1

Export dashboards and configuration to the **./exported** directory, as shown in this example for Web Engagement:

```
java -Dindex.tool.mode=true -Dworking.dir="./exported" -Des.import.config=true -jar gdps-config-tool.jar export gpe.kibana http://gwe-host-lb:9200
```

### Example 2

Import the collector configuration for a new tenant, in the **newtenant** keyspace:

1. Create a JSON file with tenant-related configuration information in the **./config** folder:

```
./config/gdps.collector-tenantConfiguration.json
{
  "tenantAliasName": "newtenant",
  "gaxUrl": "http://gaxurl:8040",
  "gaxUser": "gaxUser",
  "gaxPass": "gaxPass"
}
```

2. Import the new configuration, as shown in this example for Web Engagement:

```
java -Dindex.tool.mode=true -Dworking.dir="./config" -Des.import.config=true -jar gdps-config-tool.jar import newtenant http://gwe-host-lb:9200
```

**Important:** When you import configuration data from a folder, the configuration tool imports all of the JSON files that are contained in that folder. Make sure that your folder only contains the files you need.

## Removing Pulse templates

If you have changed Pulse-related configuration data in the manual configuration mode or upgraded your widgets in the default configuration mode, you must remove your Pulse templates so Data Processing Server can create new ones.

You can remove your templates by using the **Add A Widget** menu of any Pulse dashboard. Here is a list of the Pulse templates that you need to remove for Web Engagement:

- GWE - Anonymous Vs Authenticated
- GWE - Conversions Funnel
- GWE - Mobile Vs Desktop
- GWE - New Vs Returning
- GWE - Rates
- GWE - Web Traffic Today

[Return to the Genesys Data Processing Server installation page](#)