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Deployment Guide

GeoIP Information

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GeoIP Information

Turning on Geolocation

Web Engagement Server can collect information about a visitor's IP address, as well as converting this information into the visitor's geolocation coordinates. This capability is turned off by default.

To convert IP addresses into geolocation coordinates, Web Engagement Server uses a library and a GeoDB file (**GeoLite2-City.mmdb**) provided by [MaxMind](#).

Web Engagement installs **GeoLite2-City.mmdb** automatically into **Web Engagement installation dir\server\etc**. However, you may need to upgrade it to the most recent version. To do that, follow these steps:

1. Download the **GeoLite2-City.mmdb** file from [MaxMind](#).
2. Place the downloaded file into **Web Engagement installation dir\server\etc**.
3. Restart Genesys Web Engagement

Before you start your Web Engagement Server, make sure that the following options from the [\[privacy\]](#) section have the appropriate values:

- **collectActualIPs** = true
- **collectForwardedIPs** = true

Verifying Geolocation Coordinates

There are two ways to determine whether your geolocation coordinates are being calculated properly:

- Use the Advanced Reporting Dashboard and view the results in the map widget
- Inspect the Cassandra database and find one or more **VisitStarted** events

If the transformation is working, the **data** object of your **VisitStarted** events will contain one of the following fields, depending on the value of the **geoMode** option: **location**, **city**, or **countryCode**.