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Web Services and Applications Migration Guide

Preparing for the migration

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This article describes the setup you should have in your environment in order to migrate Genesys Web Services (GWS) to 8.6 version.

Refer the [Genesys Web Services 8.6 deployment guide](#) for more details on network, datastore, sizing, and deployment. Also refer the [API changelist](#) to learn the deprecated APIs in GWS 8.6.

Before starting the migration steps, ensure that you complete the following steps:

1. Setup and configure hardware and/or network for GWS 8.6. This setup must be parallel to the existing GWS 8.5 deployment.
2. Deploy datastores for GWS 8.6. The following third-party components are required:
 - Redis 6
 - Elasticsearch 8
 - Read Only copy of Configuration Database or Read Only access to the Configuration Database
 - Optionally, an SQL Database for persistent storage (Postgres 13, MSSQL 2019), if using Custom Contacts or Custom Settings.
3. Optionally, create a new Cloud Cluster and Cloud Application and deploy Genesys Web Services (GWS) 8.6 following the [Genesys Web Services 8.6 deployment guide](#).

Once you have the setup ready, proceed with [migration steps](#).