

## **GENESYS**<sup>®</sup>

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## Web Services and Applications Migration Guide

Preparing for the migration

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## Preparing for the migration

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.