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Web Services and Applications Deployment Guide

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Install Workspace Web Edition & Web Services

Perform the following procedures to configure and install the Workspace Web Edition & Web Services application.

Configuring the Application

Use *either* Configuration Manager or Genesys Administrator for this procedure:

Configuring the Application in Configuration Manager

Configuring the Application in Configuration Manager

Workspace Web Edition & Web Services uses two application objects in the Genesys configuration environment. A cluster application of type `Genesys Generic Server`, and a second application of type `Genesys Generic Client`. Together, these two applications provide Workspace Web Edition & Web Services with access to the configuration required for operation.

Tip

Users, DNSs, Places, and Skills are loaded from the Configuration Layer.

The following sections provide details on creating and configuring the Workspace Web Edition & Web Services application pair.

Importing the Application Templates

Start of Procedure



Purpose: Import the templates for the Workspace Web Edition & Web Services Applications. If the Cloud and CloudCluster application templates already exist, skip these steps.

1. To create the Cloud template, right-click in the main content area in Configuration Manager and select `New > Application Template`.
2. Configure the General tab of the template as shown below:

- Name: Cloud
 - Type: Genesys Generic Client
 - Version: 8.5
 - State Enabled: Yes
3. Click OK.
 4. To import the Cluster template, right-click in the main content area in Configuration Manager and select Import > Application Template.
 5. Navigate to the //templates folder on the installation CD.
 6. Select the Workspace_Web_Edition_Web_Services_850 template file.
 7. Click OK.

End of Procedure

Next Steps

- Create the Cluster Application
- Create the Cloud Application

Creating the Cluster Application

Start of Procedure

1. Navigate to the Applications folder in Configuration Manager. Right-click and select New > Application.
 2. Select the Workspace_Web_Edition_Web_Services_850 template and click OK.
 3. Configure the General tab as shown below:
 - Name: Workspace_Web_Edition_Web_Services_850
 - Template: Genesys Generic Server
 - Component Type: [Unknown]
 - State Enabled: Yes
 4. On the Tenants tab do the following action:
 1. Click Add.
 2. Chose the "Environment" tenant.
 3. Click OK.
 5. On the Server Info tab, choose the appropriate Host object. This automatically adds a corresponding port entry. The port value is ignored by the server and does not need to be modified.
 6. On the Start Info tab, add a "." to the Working Directory, Command Line, and Command Line Arguments fields. These values are mandatory for all applications and must be entered to save the application object. Workspace Web Edition & Web Services does not use these values, so the "." is used as a placeholder.
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7. On the Connections tab, add the following connections:

- T-Server
- Stat Server
- Configuration Server

Important

Additional connections to Interaction Server and UCS may be configured if you are using eServices in your deployment. However, if you add a connection to Interaction Server or to UCS, you must add a connection to the other. You must connect both or connect neither.

8. Click OK to save the Cluster application.

End of Procedure

Next Steps

- Create the Cloud Application

Creating the Cloud Application

Important

You must create one Cloud application for EACH node. Each Cloud application must be configured identically.

Start of Procedure

1. Navigate to the Applications folder in Configuration Manager. Right-click and select New > Application.
2. Select the "Cloud" template and click OK.
3. Configure the General tab as shown below:
 - Name: Cloud
 - Template: Cloud
 - State Enabled: Yes
4. On the Connections tab, add the following connections:

- Cluster application that was configured in the previous procedure.
5. Click OK to save the Cloud application.

Configuring the Application in Genesys Administrator

Configuring the Application in Genesys Administrator

Workspace Web Edition & Web Services uses two application objects in the Genesys configuration environment. A cluster application of type `Genesys Generic Server`, and a second application of type `Genesys Generic Client`. Together, these two applications provide Workspace Web Edition & Web Services with access to the configuration required for operation.

Tip

Users, DNSs, Places, and Skills are loaded from the Configuration Layer.

The following sections provide details on creating and configuring the Workspace Web Edition & Web Services application pair.

Creating the Application Templates

Start of Procedure



Purpose: Create the templates for the Workspace Web Edition & Web Services Applications. If the Cloud and CloudCluster application templates already exist, skip these steps.

1. Launch Genesys Administrator (refer to the Genesys Framework 8.1 documentation).
2. In Genesys Administrator, choose the Provisioning tab.
3. To create the Cloud template, select `New > Application Template`.
4. Configure the properties of the template as shown below:
 - Name: Cloud
 - Type: Genesys Generic Client
 - Version: 8.5
 - State: Enabled
5. Click `Save` and `Close`.
6. Navigate to the `Applications` object.

7. Import the CloudCluster template from the installation CD.
8. Select the Workspace_Web_Edition_Web_Services_850 template file.
9. Click OK.
10. Click Save and Close.

End of Procedure

Next Steps

- Create the Cluster Application
- Create the Cloud Application

Creating the Cluster Application

Start of Procedure

1. Launch Genesys Administrator (refer to the Genesys Framework 8.1 documentation)
2. In Genesys Administrator, choose the Provisioning tab.
3. Navigate to the Applications object.
4. Select New > Application.
5. Select the Workspace_Web_Edition_Web_Services_850 template and click OK.
6. Configure the object properties as shown below:
 - Name: Workspace_Web_Edition_Web_Services_850
 - Template: Genesys Generic Server
 - State: Enabled
7. On the Tenants tab do the following action:
 1. Click Add.
 2. Chose the "Environment" tenant.
 3. Click OK.
8. On the Server Info tab, choose the appropriate Host object. This automatically adds a corresponding port entry. The port value is ignored by the server and does not need to be modified.
9. On the Start Info tab, add a "." to the Working Directory, Command Line, and Command Line Arguments fields. These values are mandatory for all applications and must be entered to save the application object. Workspace Web Edition & Web Services does not use these values, so the "." is used as a placeholder.
10. On the Connections tab, add the following connections:
 - T-Server
 - Stat Server
 - Configuration Server

Important

Additional connections to Interaction Server and UCS may be configured if you are using eServices in your deployment. However, if you add a connection to Interaction Server or to UCS, you must add a connection to the other. You must connect both or connect neither.

11. Click OK to save the Cluster application.

End of Procedure

Next Steps

- Create the Cloud Application

Creating the Cloud Application

Important

You must create one Cloud application for EACH node. Each Cloud application must be configured identically.

Start of Procedure

1. Navigate to the Applications folder in Configuration Manager. Right-click and select New > Application.
2. Select the "Cloud" template and click OK.
3. Configure the General tab as shown below:
 - Name: Cloud
 - Template: Cloud
 - State Enabled: Yes
4. On the Connections tab, add the following connections:
 - Cluster application that was configured in the previous procedure.
5. Click OK to save the Cloud application.

Next Steps

- [Initialize the Cassandra Schema](#)

Initializing the Cassandra Schema

Start of Procedure

1. Copy the `cf-schema.txt` and `ks-schema-prod_HA.txt` (or `ks-schema-local.txt` for a single node Cassandra configuration) from `[install_dir]/data` to the cassandra node host.
2. Make the following modifications to the file:
 - a. Align the datacenter name with that of the Cassandra cluster. You can use `nodetool` to find the name of the datacenter by examining the output of "`nodetool ring`" (the tool is located in the `bin` directory of Cassandra) to find the name of the datacenter). The following is sample output from the `nodetool`:

```
ubuntu@hpe-voicevm-84:/genesys/apache-cassandra-1.1.6/bin$ ./nodetool ring
Note: Ownership information does not include topology, please specify a keyspace.
Address          DC           Rack         Status State   Load
Owns             Token
10.10.15.84      datacenter1 rack1         Up    Normal 14.97 MB
100.00%          0
ubuntu@hpe-voicevm-84:/genesys/apache-cassandra-1.1.6/bin$
```

- b. Edit the contents to adjust the number of datacenter entries.
 - c. Edit the contents to adjust the replication factors. (Refer to external documentation on the DataStax website that provide more details for information about how to choose the correct values).
3. Clean the data, commitlog, and saved_caches folders prior to starting the Cassandra cluster.
 4. Run the following commands:

```
[cassandra install dir]/bin/cassandra-cli -h [cassandra host] --file ks-schema-prod_HA.txt
[cassandra install dir]/bin/cassandra-cli -h [cassandra host] --file cf-schema.txt
```

End of Procedure

Next Steps

- [Deploy the Web Application](#)

Deploying the Web Application

Start of Procedure

1. Stop Jetty.
2. Copy the `jetty.xml` file from `[build_path]/jetty` to `$JETTY_HOME/etc`.
3. Copy the `cloud-web.xml` file from `[build_path]/jetty` to `$JETTY_HOME/contexts`.
4. Copy the `logback.xml` file from `[build_path]/jetty` to `$JETTY_HOME/resources`.
5. Copy the `cloud-web.war` file from `[build_path]/webapp` to `$JETTY_HOME/webapps`.
6. Copy the configuration files from `[build_path]/conf` to `$JETTY_HOME/genconfig` and edit the fields marked `ToBeChanged` (refer to [Premise Configuration](#)).

End of Procedure