



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# Web Services and Applications Deployment Guide

Prerequisites

---

## Contents

- 1 Prerequisites
  - 1.1 Cassandra Installation and Configuration
  - 1.2 Client-side Browser Support

# Prerequisites

The following prerequisites must be met before you can install and configure Workspace Web Edition & Web Services:

- The Genesys Platform has been installed, configured, and tested.
- Jetty version 8 has been installed and configured.
- **Cassandra** has been installed and configured.

## Cassandra Installation and Configuration

Cassandra is mandatory for Workspace Web Edition & Web Services and must be installed and configured prior to starting the installation and configuration of Workspace Web Edition & Web Services. The following steps are intended to serve as a quick guide to installing and configuring Cassandra support for Workspace Web Edition & Web Services. For more details, or for advanced scenarios, refer to the Cassandra documentation.

### Installing Cassandra

#### Start of Procedure

1. Download the latest 1.1.x version of Cassandra.
2. Copy the Cassandra archive to the installation directory. For example, `/usr/local`
3. Use a tar utility to extract the files. For example, `tar -zxvf apache-cassandra-1.1.11-bin.tar.gz`
4. Add directories for data, commitlog, saved\_caches, and logs.
5. Make Cassandra a service.

#### End of Procedure

#### Next Steps

- **Configure Cassandra**

### Configuring Cassandra



**Purpose:** Modify the default configuration.

#### Start of Procedure

1. Modify the `cassandra.yaml` file:
  - a. Set `cluster_name`. It must be the same name on all nodes.

- b. Set `initial_token` according to the place in ring. It must be one of the following:

```
Node #1: 0
Node #2: 56713727820156410577229101238628035242
Node #3: 113427455640312821154458202477256070484
```

- c. Set `seeds` to the list of host names of all nodes. For example: `-seeds: "node1, node2, node3"`
- d. Set `listen_address` and `rpc_address` to the host name.
- e. Set `data_file_directories`, `commitlog_directory`, and `saved_caches_directory` according to the created directories.
- f. Change `endpoint_snitch` to `PropertyFileSnitch`.
7. Modify the `log4j-server.properties` file by setting the `log4j.appender.R.File` according to the created folder.
8. Modify the `cassandra-topology.properties` file by updating the cluster topology to match the following:

```
node1=AZ1:RAC1
node2=AZ1:RAC1
node3=AZ1:RAC1
```

### End of Procedure

### Next Steps

- [Verify the installation](#)

## Verifying the Cassandra Installation

### Start of Procedure

1. Start all Cassandra nodes.
2. Use the `nodetool` utility to verify that all nodes have connected by entering the following command:

```
[cassandra install dir]/bin/nodetool -h [cassandra host] ring
```

### End of Procedure

## Client-side Browser Support

Workspace Web Edition agent interface is accessed by a web browser. The following browsers are supported:

- Microsoft Internet Explorer 10
- Google Chrome