

GENESYS[®]

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Web Services and Applications Deployment Guide

Prerequisites

4/4/2025

Prerequisites

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To work with Web Services and Applications, your system must meet the software and browser requirements established in the Genesys Supported Operating Environment Reference Guide, and meet the following minimum requirements.

Important

In multi-tenant Configuration Server deployments, Web Services and Applications supports only one tenant that contains all configuration data.

Server Requirements

OS requirements

- Red Hat Enterprise Linux, version 6
- Red Hat Enterprise Linux, version 7

Java requirements

- If you are installing Web Services and Applications version 8.5.201.09 or earlier, you must also install the latest Java 1.7 JDK 64bit for Linux. For more information, refer to the Java documentation.
- If you are installing Web Services and Applications version 8.5.201.29 or later, you must also install Java JDK 1.8.0_92 or newer 64bit for Linux. For more information, refer to the Java documentation. If you're upgrading from JDK 7 to JDK 8, check out the Java Adoption Guide.
- If you are installing Web Services and Applications version 8.5.202.69 or later, you must also install OpenJDK 1.8.0_232 or newer 64bit for Linux. For more information, refer to OpenJDK documentation. To upgrade from Oracle JDK 8 to OpenJDK 8, refer to Migrating to OpenJDK 1.8.0.

Jetty requirements

 Jetty 9.2.14.v20151106 is now embedded in the Web Services and Applications installation. For Web Services and Applications version 8.5.201.09 or earlier, you must install and configure Jetty 9 separately.

Cassandra requirements

• Before you deploy Web Services and Applications, you must install and configure Cassandra. Web Services supports Cassandra version 1.2 and 2.2.

Client Workstation Requirements

The following table shows the recommended hardware requirements for the client workstations.

Processor	Memory	Hard Drive	Graphic Card	Network
Intel Core 2 Duo CPU 2.8 GHz	2 GB	200 MB	DirectX 9.0+	xDSL / LAN

Recommended Hardware Requirements - Client Workstation

NOTE: 8 GB of RAM is recommended when non-Genesys applications are being run concurrently, or to improve performance.

Next step

* Installing Web Services and Applications