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Web Services and Applications Migration Guide

Web Services and Applications 8.5.2

7/6/2023

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Web Services and Applications Migration Guide

Welcome to the *Web Services and Applications Migration Guide*. This document provides information about migrating Web Service and Applications, which includes Web Services API, Workspace Web Edition, and Gplus Adapters. See a summary of chapters below.

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Preparing for the migration

Within a migration, all data is kept in place; however, we strongly recommend to take a Cassandra backup before you start the migration. If database data is corrupted during a migration, you can use the Cassandra backup, also known as a snapshot, to restore data instead of repeating initial installation of Web Services and Applications.

Instructions for how to take a backup depends on which Cassandra version is in use. Choose one of the following procedures and use the **sipfs** keyspace for this operation:

- Taking a snapshot of Cassandra 1.2 data
- Taking a snapshot of Cassandra 2.2 data

Upgrading Web Services and Applications

This article provides instructions on how to upgrade Web Services and Applications from a specific version up to the currently available version and describes the steps to perform on each node where Web Services and Applications are run. The order in which you upgrade Web Services and Applications nodes doesn’t matter; you can upgrade all nodes simultaneously or one at a time.

During a migration, we strongly recommend to avoid changing the configuration files if the changes are not required by the migration procedure. Configuration changes can cause the migration to fail. In the event of a failure, you will need to rollback to previous version instead of rolling back only the changed options. You should only change configuration after verification that the migration to new version completed successfully.

Choose one of the following procedures:

Important

- If you are a Genesys Interaction Recording (GIR) customer and you are migrating Web Services and Applications 8.5.201.09 or 8.5.201.18, refer to Genesys Interaction Recording Migration Guide.
- Version 8.5.201.41 introduced support for the Cassandra 2.2 database. You have the option to migrate to new Cassandra according to steps are described in Upgrading Cassandra to 2.2. This is not a mandatory step, so you can maintain the Cassandra 1.2 cluster with latest version of Web Services and Applications. If you decide to upgrade the Cassandra cluster, we recommend that you perform this operation separately from the Web Services and Applications migration; not at the same time.

Upgrading from 8.5.202.87 to 8.5.203.03

Use the following procedure to upgrade from 8.5.202.87.

1. Stop Web Services and Applications on the node.
2. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
3. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

4. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.86 to 8.5.203.03

Use the following procedure to upgrade from 8.5.202.86.

1. Stop Web Services and Applications on the node.
2. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
3. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

4. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.81 to 8.5.203.03

Use the following procedure to upgrade from 8.5.202.81.

1. Stop Web Services and Applications on the node.
2. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
3. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

4. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.77 to 8.5.203.03

Use the following procedure to upgrade from 8.5.202.77.

1. Stop Web Services and Applications on the node.
2. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
3. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

4. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

5. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.71 to 8.5.203.03

Use this procedure to upgrade from 8.5.202.71.

1. Stop Web Services and Applications on the node.
2. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
3. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

4. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

5. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.69 to 8.5.203.03

Use this procedure to upgrade from 8.5.202.69.

1. Stop Web Services and Applications on the node.
2. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
3. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

4. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

5. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.54 to 8.5.203.03

Use this procedure to upgrade from 8.5.202.54.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
4. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

5. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

6. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.50 to 8.5.203.03

Use this procedure to upgrade from 8.5.202.50.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
4. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

5. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

6. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.40 to 8.5.203.03

Use this procedure to upgrade from 8.5.202.40.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
4. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

5. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

6. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.34 to 8.5.203.03

Use this procedure to upgrade from 8.5.202.34.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
4. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

5. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.23 to 8.5.203.03

Use this procedure to upgrade from 8.5.202.23.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
4. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

5. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.34.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.34.cql
       ```

     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.34.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.34.txt
       ```

     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

6. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.202.04 to 8.5.203.03

Use this procedure to upgrade from 8.5.202.04.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
4. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

5. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.34.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.34.cql
       ```

     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.34.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.34.txt
       ```

     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

6. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.201.92 to 8.5.203.03

Use this procedure to upgrade from 8.5.201.92.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
4. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

5. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.34.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.34.cql
       ```

     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.34.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.34.txt
       ```

     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

6. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.201.84 to 8.5.203.03

Use this procedure to upgrade from 8.5.201.84.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
4. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

5. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.202.34.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.34.cql
       ```

     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.202.34.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.34.txt
       ```

     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.81.txt
       ```

6. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.201.68 or 8.5.201.76 to 8.5.203.03

Use this procedure to upgrade from 8.5.201.68 or 8.5.201.76.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
4. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

5. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.201.84.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.201.84.cql
       ```

     - Copy the `cf-schema-8.5.202.34.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.34.cql
       ```

     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.201.84.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.201.84.txt
       ```

     - Copy the `cf-schema-8.5.202.34.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.34.txt
       ```

- Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
- Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.202.81.txt
```

6. Start Web Services and Applications according to Starting and testing.

Upgrading from 8.5.201.61 to 8.5.203.03

Use this procedure to upgrade from 8.5.201.61.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Copy the `installation_CD/gws-8.5.203.03.noarch.rpm` file to a local folder.
4. Perform the upgrade using the RPM package manager:

   ```
   rpm -Uvh [--prefix installation_location] gws-8.5.203.03.noarch.rpm
   ```

5. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.201.84.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.201.84.cql
       ```

     - Copy the `cf-schema-8.5.202.34.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.34.cql
       ```

     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.201.84.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.201.84.txt
       ```

     - Copy the `cf-schema-8.5.202.34.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.34.txt
       ```

     - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.

- Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.202.81.txt
```

6. Start Web Services and Applications according to Starting and testing.
7. After all Web Services and Applications nodes are upgraded and started, update Elasticsearch:
   - If you use embedded Elasticsearch, run the following script on *one* Web Services and Applications node:

     ```
     /installation_path/gws/tools/rebuild-es-index.sh
     ```

   - If you use standalone Elasticsearch:
     - Copy files from the `/installation_path/gws/elasticsearch/templates` folder to the templates folder on each Elasticsearch node.
     - Run the following script on *one* Web Services and Applications node:

       ```
       /installation_path/gws/tools/rebuild-es-index.sh
       ```

Upgrading from 8.5.201.41 or 8.5.201.50 to 8.5.203.03

Use this procedure to upgrade from 8.5.201.41 or 8.5.201.50.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Backup your old installation and configuration files. You might need the files if you need to rollback your upgrade at a later date. Make sure to back up the following files if you configured the previous version as a service:
   - **/etc/init.d/gws**
   - **/etc/default/gws**
4. Remove the following service initialization scripts from the host:
   - **/etc/init.d/gws**
   - **/etc/default/gws**
5. Deploy the new version of Web Services and Applications.
6. Copy the following configuration files from the configuration folder in your previous installation into the **config** folder in the home directory of the new installation:
   - **application.yaml**
   - **elasticsearch.yml**
   - **hystrix.properties**
   - **logback.xml**
   - **statistics.yaml**
7. On the Red Hat Linux 6 platform, open the **/etc/default/gws** file and update the following environment variables to values appropriate for your Web Services and Applications node:
   - **GWS_HOST**: This value must match the **host** value defined in the **jetty** section of the **application.yaml** file.
   - **GWS_PORT**: This value must match **port** value defined in the **jetty** section of the **application.yaml** file.
8. Update the **application.yaml** file with the new path to the **logback.xml** file.
9. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.201.84.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

```
cqlsh cassandra_host --file cf-schema-8.5.201.84.cql
```

- Copy the `cf-schema-8.5.202.34.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
- Run the following command:

```
cqlsh cassandra_host --file cf-schema-8.5.202.34.cql
```

- Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
- Run the following command:

```
cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
```

- If you are using Cassandra 1.2:
  - Copy the `cf-schema-8.5.201.84.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
  - Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.201.84.txt
```

  - Copy the `cf-schema-8.5.202.34.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
  - Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.202.34.txt
```

  - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
  - Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.202.81.txt
```

10. Start Web Services and Applications according to Starting and testing.
11. After all Web Services and Applications nodes are upgraded and started, update Elasticsearch:
    - If you use embedded Elasticsearch, run the following script on *one* Web Services and Applications node:

```
/installation_path/gws/tools/rebuild-es-index.sh
```

    - If you use standalone Elasticsearch:
      - Copy files from the `/installation_path/gws/elasticsearch/templates` folder to the templates folder on each Elasticsearch node.
      - Run the following script on *one* Web Services and Applications node:

```
/installation_path/gws/tools/rebuild-es-index.sh
```

Upgrading from 8.5.201.29 to 8.5.203.03

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Backup your old installation and configuration files. You might need the files if you need to rollback your upgrade at a later date. Make sure to back up the following files if you configured the previous version as a service:
   - **/etc/init.d/gws**
   - **/etc/default/gws**
4. Remove the following service initialization scripts from the host:
   - **/etc/init.d/gws**
   - **/etc/default/gws**
5. Deploy the new version of Web Services and Applications.
6. Copy the following configuration files from the configuration folder in your previous installation into the **config** folder in the home directory of the new installation:
   - **application.yaml**
   - **elasticsearch.yml**
   - **hystrix.properties**
   - **logback.xml**
   - **statistics.yaml**
7. On the Red Hat Linux 6 platform, open the **/etc/default/gws** file and update the following environment variables to values appropriate for your Web Services and Applications node:
   - **GWS_HOST**: This value must match the **host** value defined in the **jetty** section of the **application.yaml** file.
   - **GWS_PORT**: This value must match **port** value defined in the **jetty** section of the **application.yaml** file.
8. Update the **application.yaml** file with the new path to the **logback.xml** file.
9. Adjust the **updateOnStartup** option in the **application.yaml**. See Web Services and Applications deployment update.
10. Update the Cassandra schema:
    - If you are using Cassandra 2.x:
      - Copy the `cf-schema-8.5.201.84.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
      - Run the following command:

        ```
        cqlsh cassandra_host --file cf-schema-8.5.201.84.cql
        ```

      - Copy the `cf-schema-8.5.202.34.cql` file from `/installation_path/gws/data/updates` to the

Cassandra node host.

- Run the following command:

```
cqlsh cassandra_host --file cf-schema-8.5.202.34.cql
```

- Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
- Run the following command:

```
cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
```

- If you are using Cassandra 1.2:
  - Copy the `cf-schema-8.5.201.84.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
  - Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.201.84.txt
```

  - Copy the `cf-schema-8.5.202.34.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
  - Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.202.34.txt
```

  - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
  - Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.202.81.txt
```

11. Start Web Services and Applications according to Starting and testing.
12. After all Web Services and Applications nodes are upgraded and started, update Elasticsearch:
    - If you use embedded Elasticsearch, run the following script on *one* Web Services and Applications node:

```
/installation_path/gws/tools/rebuild-es-index.sh
```

    - If you use standalone Elasticsearch:
      - Copy files from the `/installation_path/gws/elasticsearch/templates` folder to the templates folder on each Elasticsearch node.
      - Run the following script on *one* Web Services and Applications node:

```
/installation_path/gws/tools/rebuild-es-index.sh
```

Upgrading from 8.5.201.18 to 8.5.203.03

Use the following procedure to upgrade from 8.5.201.18.

1. Stop Web Services and Applications on the node.
2. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
3. Backup your old installation and configuration files. You might need the files if you need to rollback your upgrade at a later date. Make sure to back up the following files if you configured the previous version as a service:
   - **/etc/init.d/gws**
   - **/etc/default/gws**
4. Remove the following service initialization scripts from the host:
   - **/etc/init.d/gws**
   - **/etc/default/gws**
5. Deploy the new version of Web Services and Applications.
6. Copy the following configuration files from the configuration folder in your previous installation into the **config** folder in the home directory of the new installation:
   - **application.yaml**
   - **elasticsearch.yml**
   - **hystrix.properties**
   - **logback.xml**
   - **statistics.yaml**
7. On the Red Hat Linux 6 platform, open the **/etc/default/gws** file and update the following environment variables to values appropriate for your Web Services and Applications node:
   - **GWS_HOST**: This value must match the **host** value defined in the **jetty** section of the **application.yaml** file.
   - **GWS_PORT**: This value must match **port** value defined in the **jetty** section of the **application.yaml** file.
8. Update the **application.yaml** file with the new path to the **logback.xml** file.
9. Adjust the **updateOnStartup** option in the **application.yaml**. See Web Services and Applications deployment update.
10. Update the Cassandra schema:
    - If you are using Cassandra 2.x:
      - Copy the `cf-schema-8.5.201.84.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
      - Run the following command:

        ```
        cqlsh cassandra_host --file cf-schema-8.5.201.84.cql
        ```

- Copy the `cf-schema-8.5.202.34.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
- Run the following command:

```
cqlsh cassandra_host --file cf-schema-8.5.202.34.cql
```

- Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
- Run the following command:

```
cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
```

- If you are using Cassandra 1.2:
  - Copy the `cf-schema-8.5.201.84.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
  - Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.201.84.txt
```

  - Copy the `cf-schema-8.5.202.34.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
  - Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.202.34.txt
```

  - Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
  - Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.202.81.txt
```

11. Start Web Services and Applications according to Starting and testing.
12. After all Web Services and Applications nodes are upgraded and started, update Elasticsearch:
    - If you use embedded Elasticsearch, run the following script on *one* Web Services and Applications node:

```
/installation_path/gws/tools/rebuild-es-index.sh
```

    - If you use standalone Elasticsearch:
      - Copy files from the `/installation_path/gws/elasticsearch/templates` folder to the templates folder on each Elasticsearch node.
      - Run the following script on *one* Web Services and Applications node:

```
/installation_path/gws/tools/rebuild-es-index.sh
```

Upgrading from 8.5.201.09 to 8.5.203.03

Use the following procedure to upgrade from 8.5.201.09.

1. Stop Web Services and Applications on the node.
2. Backup your old installation and configuration files. You might need the files if you need to rollback your upgrade at a later date.
3. Migrate to OpenJDK 8 according to Migrating to OpenJDK 1.8.0.
4. Deploy the new version of Web Services and Applications.
5. Migrate from standalone to embedded Jetty.
6. Adjust the **updateOnStartup** option in the **application.yaml**. See Web Services and Applications deployment update.
7. Update the Cassandra schema:
   - If you are using Cassandra 2.x:
     - Copy the `cf-schema-8.5.201.84.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.201.84.cql
       ```

     - Copy the `cf-schema-8.5.202.34.cql` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.34.cql
       ```

     - Copy the `cf-schema-8.5.202.81.cql` file from /installation_path/gws/data/updates to the Cassandra node host.
     - Run the following command:

       ```
       cqlsh cassandra_host --file cf-schema-8.5.202.81.cql
       ```

   - If you are using Cassandra 1.2:
     - Copy the `cf-schema-8.5.201.84.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.201.84.txt
       ```

     - Copy the `cf-schema-8.5.202.34.txt` file from `/installation_path/gws/data/updates` to the Cassandra node host.
     - Run the following command:

       ```
       cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
       schema-8.5.202.34.txt
       ```

- Copy the `cf-schema-8.5.202.81.txt` file from /installation_path/gws/data/updates to the Cassandra node host.
- Run the following command:

```
cassandra_install_dir/bin/cassandra-cli -h cassandra_host --file cf-
schema-8.5.202.81.txt
```

8. Start Web Services and Applications according to Starting and testing.
9. After all Web Services and Applications nodes are upgraded and started, update Elasticsearch:
   - If you use embedded Elasticsearch, run the following script on *one* Web Services and Applications node:

     ```
     /installation_path/gws/tools/rebuild-es-index.sh
     ```

   - If you use standalone Elasticsearch:
     - Copy files from the `/installation_path/gws/elasticsearch/templates` folder to the templates folder on each Elasticsearch node.
     - Run the following script on *one* Web Services and Applications node:

       ```
       /installation_path/gws/tools/rebuild-es-index.sh
       ```

Migrating from Java 7 to Java 8

To upgrade Java, we recommend that you use Oracle's Java Runtime Environment (JRE) or Java Development Kit (JDK) RPM packages. The RPM packages execute all necessary actions to install, configure Java, and update the operating system (OS) configuration. Web Services and Applications uses the default Java that is configured on the node, so if Java is updated using a Java RPM package, no additional configuration is necessary.

In some cases, it might not possible to update the default Java on the node. Complications with other applications or circumstances might prevent a successful update. In this case, you can configure Web Services and Applications to use a specific Java version. Use the **JAVA** variable in `/etc/default/gws` file, for example:

```
# JAVA
#   defines the Java that have to be used if several versions are installed on the host.
JAVA=/usr/java/jre1.8.0_92/bin/java
```

Migrating from Oracle Java 8 to OpenJDK 1.8.0

To upgrade Java, the following Open Java Runtime Environment (JRE) or Java Development Kit (JDK) RPM packages are recommended:

- java-1.8.0-openjdk-headless
- java-1.8.0-openjdk-devel

The RPM packages execute all necessary actions to install and configure Java, and update the operating system (OS) configuration. **Web Services and Applications** uses the default Java version that is configured on the node. Therefore, if Oracle Java was installed previously using a Java RPM package, the newly installed/updated OpenJDK should be selected as default one.

Invoke `update-alternatives util` and select the required Java installation:

```
update-alternatives --config java

There are 4 programs which provide 'java'.

  Selection    Command
-----------------------------------------------
   1           /usr/lib/jvm/java/bin/java
   2           /usr/lib/jvm/jre-1.6.0-openjdk.x86_64/bin/java
   3           /usr/java/jdk1.8.0_92/jre/bin/java
*+ 4           /usr/lib/jvm/jre-1.8.0-openjdk.x86_64/bin/java

Enter to keep the current selection[+], or type selection number:
```

In some cases, it might not be possible to update the default Java version on the node. Complications with other applications or circumstances might prevent a successful update. In this case, you can configure Web Services and Applications to use a specific Java version. Use the **JAVA** variable in the **/etc/default/gws** file. For example:

```
# JAVA
# defines the Java that have to be used if several versions are installed on the host.
JAVA=/usr/lib/jvm/jre-1.8.0-openjdk.x86_64/bin/java
```

Upgrading from standalone to embedded Jetty

Migration from 8.5.201.09 includes a transition to embedded Jetty. This transition includes a new set of configuration files. If you are migrating from 8.5.201.18 or later, this procedure is not required.

Complete the following steps for each Web Services and Applications node:

1. Copy settings from your existing configuration files to the **application.yaml** configuration file. See Configuring Web Services and Applications for more information about this file. The following table maps the previous configuration files to the new files:

Old file	New file
server-settings.yaml	'"serverSettings"' section in the **application.yaml** file
cassandra-cluster.yaml	'"cassandraCluster"' section in the **application.yaml** file
onpremise-settings.yaml	'"onPremiseSettings"' section in the **application.yaml** file

2. Copy settings from your existing Jetty configuration files to the jetty section of the **application.yaml** configuration file. The following table maps the previous configuration files to the new files:

jetty-requestlog.xml	'"jetty"' section in the **application.yaml** file
jetty-https.xml	'"jetty"' section in the **application.yaml** file

3. Adjust the logging section of the **application.yaml** configuration file. Set the new path to the **logback.xml** file.

New and updated configuration options and API operations

After migrating your Web Services and Applications deployment, review the list of added or updated configuration and API options to decide if you want to maintain the default state of the options or modify them to match your deployment requirements.

Web Services and Applications deployment update

Web Services and Applications version 8.5.201.41 introduces an important update to the **serverSettings** section of the **application.yaml** file. The **updateOnStartup** section is introduced. This update changes the previous behavior where settings were automatically updated on startup. To ensure that your deployment's configuration settings are automatically updated on startup, change the **updateOnStartup** settings on each Web Services and Applications node as follows:

```
updateOnStartup:
        statistics: true
        opsCredentials: true
        features: true
```

For more information, see Server settings.

Workspace Web Edition configuration option updates

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.XX:

- privilege.teamlead.can-monitor-routing-point
- teamlead.monitorable-routing-points
- voice.caller-id.key-name

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.23:

- permissions-agent-group-exclude
- permissions-agent-group-restrict
- privilege-SRL-can-quick-search
- service-client-api-block-markdone-timeout
- statistics-gadget-statistics

- statistics-gadget-statistics-max-size

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.04:

- privilege.voice.can-answer-call
- voice.use-caller-id-display-name
- privilege.mychannels.pending-state.can-use
- email.inline-forward-header
- email.inline-forward-prefix
- email.inline-forward-queue
- email.quote-header
- privilege.email.can-inline-forward
- privilege.contact.can-inline-forward.email.from-history
- teamcommunicator.permissions.agent-group.exclude
- teamcommunicator.permissions.agent.exclude-from-agent-groups
- teamcommunicator.permissions.agent.restrict-to-agent-groups
- login.voice.nb-dn-less-phone-number-stored
- login.voice.prompt-dn-less-phone-number.enable-dynamic-dn

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.92:

- privilege.outbound.push-preview.can-use
- editor.fonts
- editor.font-sizes
- editor.default-font
- editor.default-font-size

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.84:

- contact.history.media-filters
- privilege.active-recording.can-pause
- privilege.active-recording.can-monitor-recording
- kpi.displayed-kpis
- voice.auto-answer.is-enabled-on-already-in-call
- voice.cancel-after-call-work-on-business-call

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.76:

- email.from-addresses
- login.workmode
- agent-status.ready-workmode
- toast.window-title

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.68:

- privilege.sipendpoint.can-use
- privilege.sipendpoint.can-change-microphone-volume
- privilege.sipendpoint.can-change-speaker-volume
- privilege.sipendpoint.can-mute-microphone
- privilege.sipendpoint.can-mute-speaker
- sipendpoint.uri
- sipendpoint.sip-server-address
- sipendpoint.register-interval
- sipendpoint.register-max-attempts
- sipendpoint.ping-interval
- sipendpoint.max-failed-ping
- sipendpoint.transport-protocol
- ">standard-response.field.<[Agent.]CustomFieldCode>
- voice.hold-active-call-on-make-call

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.61:

- accessibility.focus-on-interaction-toast
- .focus-on-interaction-toast">accessibility.<media-type>.focus-on-interaction-toast</media-type>
- contact.history-default-time-filter-main
- contact.myhistory-default-time-filter-main
- .enable-create">contact.ucs-interaction.<media-type>.enable-create</media-type>
- privilege.contact.can-open.email.from-history
- .from-history">privilege.contact.can-open.<media-type>.from-history</media-type>
- statistics.routing-points
- privilege.email.can-decline
- login.list-available-locales
- login.store-recent-place
- views.MyWorkspaceRegion.order

- webme.useSecuredHistoryAPI
- privilege.workitem-channels.can-use
- .can-decline">privilege.<media-type>.can-decline</media-type>
- .can-mark-done">privilege.<media-type>.can-mark-done</media-type>
- .can-move-to-workbin">privilege.<media-type>.can-move-to-workbin</media-type>
- .can-one-step-transfer">privilege.<media-type>.can-one-step-transfer</media-type>
- .can-set-interaction-disposition">privilege.<media-type>.can-set-interaction-disposition</media-type>
- openmedia.workitem-channels
- .auto-answer"><media-type>.auto-answer</media-type>
- .prompt-for-done"><media-type>.prompt-for-done</media-type>
- .ringing-bell"><media-type>.ringing-bell</media-type>
- .queue">intercommunication.<media-type>.queue</media-type>
- .routing-based-actions">intercommunication.<media-type>.routing-based-actions</media-type>
- .routing-based-targets">intercommunication.<media-type>.routing-based-targets</media-type>
- .in-progress">workbin.<media-type>.in-progress</media-type>
- .in-progress.displayed-columns">workbin.<media-type>.in-progress.displayed-columns</media-type>

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.50:

- accessibility.voicemail-message-change-bell
- contact.all-interactions-displayed-columns
- contact.all-interactions-quick-search-attributes
- contact.date-search-types
- contact.history-search-attributes
- privilege.contact.can-advanced-search-all-interactions
- privilege.contact.can-advanced-search-contact-history
- privilege.contact.can-advanced-search-my-history
- privilege.contact.can-filter-all-interactions
- privilege.contact.can-filter-contact-history
- privilege.contact.can-filter-my-history
- privilege.contact.can-search-all-interactions
- interaction-bar.quick-access-modes
- interaction-bar.quick-access-modes
- interaction.reject-route
- intercommunication.voice.routing-points

- login.list-available-locales
- service-client-api.accepted-web-content-origins
- service-client-api.rate-limit.service-name
- voice.enable-dtmf-tone

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.41:

- teamlead.myagents.refresh-rate
- accessibility.voicemail-message-change-bell
- accessibility.visual-impairment-profile
- statistics.refresh-time
- keyboard.shortcut.interaction.next
- keyboard.shortcut.interaction.previous
- keyboard.shortcut.jump-to-last-error
- web-rtc.enable-dtmf-tone
- interaction.disposition.cache-timeout-delay
- web-rtc.identifier.x-last-digit-displayed

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.29:

- system.feedback.submit-after-disconnect
- privilege.chat.can-push-url
- chat.push-url.max-records
- rebranding.company-logo
- rebranding.login.company-logo
- rebranding.about.company-logo
- rebranding.product-major-name
- rebranding.product-minor-name
- rebranding.product-version
- rebranding.company-favicon

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.18:

- privilege.active-recording.can-monitor-recording
- privilege.facebook.can-use
- privilege.chat.can-click-to-dial
- contact.myhistory-quick-search-attributes

- contact.history-quick-search-attributes
- expression.team-communicator-phone-number
- teamcommunicator.voice.list-status-reachable
- voice.clear-conference-on-release

Gplus Adapters configuration option updates

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.XX:

- screenpop.openmedia.on-invite
- salesforce.keep-session-alive
- salesforce.chat.transcript-custom-field-name

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.23:

- screenpop.enable-for-consult

The following configuration options have been added or updated in Web Services and Applications version 8.5.202.04:

- screenpop.email.on-invite
- statistics.badge-resource
- statistics.badge-statistic

The following configuration option has been updated in Web Services and Applications version 8.5.201.92:

- screenpop.chat.on-invite

The following configuration options have been updated in Web Services and Applications version 8.5.201.84:

- login.default-view
- statistics.allow-footer-view

The following configuration option has been updated in Web Services and Applications version 8.5.201.76:

- privilege.active-recording.can-use

The following configuration options have been updated in Web Services and Applications version 8.5.201.68:

- privilege.password.can-change
- privilege.voice.can-show-hold-duration

No configuration options have been added or updated in Web Services and Applications version 8.5.201.61.

No configuration options have been added or updated in Web Services and Applications version 8.5.201.50.

The following configuration option has been added or updated in Web Services and Applications version 8.5.201.41:

- privilege.add-contact.can-use

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.29:

- feedback.submit-after-disconnect
- .<salesforce%20argument>">templates.salesforce.<interaction type="">.<salesforce argument= ""></salesforce></interaction>
- voice-note.key-name

The following configuration options have been added or updated in Web Services and Applications version 8.5.201.18:

- salesforce.chat.enable-object-association-tracking
- salesforce.email.include-body-in-desc
- salesforce.user-data.object-type-key

Web Services API updates

The following updates have been made in Web Services and Applications version 8.5.202.XX:

- **ServiceAPI**
  - Configuration
- **Voice API**
  - Device Resource
  - SupervisorListenIn
  - SupervisorCoach
  - SupervisorBargeIn
- Configuration Options
  - **enableRPMonitoring** option

- **useEmployeeIdAsAgentLoginForSIPCluster** option

The following updates have been made in Web Services and Applications version 8.5.202.23:

- **Contacts API**
  - Get contacts
- **ServiceAPI**
  - Runtime

The following updates have been made in Web Services and Applications version 8.5.202.04:

- **Voice API**
  - StartContactCenterSession
- **Chat API**
  - RemoveParticipantFromConference
- **Workbin API**
  - WorkbinRequestStats
  - WorkbinRequestAgentStats

No updates have been made in Web Services and Applications version 8.5.201.92.

No updates have been made in Web Services and Applications version 8.5.201.84.

The following updates have been made in Web Services and Applications version 8.5.201.76:

- **Chat API**
  - SendNicknameUpdatedNotice
  - Transfer
  - Complete
  - Leave
  - SendToAgents
  - SendMessage
- **Voice API**
  - StartContactCenterSession
  - Ready
- **Channels API**
  - Set all channels to Ready

- **Supervisor Agent State Control API**
  - Ready
  - NotReady
  - DoNotDisturbOff
  - DoNotDisturbOn
  - Offline

The following updates have been made in Web Services and Applications version 8.5.201.68:

- **Voice API**
  - StartContactCenterSession
- **Platform Configuration API**
- **Standard Responses API**
  - RenderStandardResponse

The following updates have been made in Web Services and Applications version 8.5.201.61:

- **UCS Integration with Voice API**
- **Digital User Events API**

The following updates have been made in Web Services and Applications version 8.5.201.50:

- **enableSSL** option
- **Channel Resource API**
- **Contact Resource API**

The following updates have been made in Web Services and Applications version 8.5.201.41:

- **Standard Responses API**
  - GetStandardResponse
  - RenderStandardResponse
  - ReportStandardResponseUsage
  - GetStandardResponseFavorites
  - AddStandardResponseFavorite
  - DeleteStandardResponseFavorite
  - DeleteAllStandardResponseFavorites
  - GetDocumentStandardResponse
- **Chat API**

- AddAttachment
- GetAttachment
- RemoveAttachment
- UploadFile
- DeleteFile
- GetAgentInteractions

The following updates have been made in Web Services and Applications version 8.5.201.29:

- **Workbin API**
  - GetGroupWorkbinContent
  - Subscribe to Group Workbin Notifications
  - Unsubscribe from Group Workbin Notifications
  - GetWorkbins

The following updates have been made in Web Services and Applications version 8.5.201.18:

- **Chat API**
  - GetAgentInteractions

Migrating Gplus Adapter for Salesforce

The Gplus Adapter for Salesforce is an integrated solution that enables Salesforce users to handle contact center interactions seamlessly within Salesforce. The adapter is part of the Genesys Gplus Adapters, which provide out-of-the-box, pre-packaged, and vendor-validated solutions that integrate Genesys' Customer Experience Platform to the leading CRM solutions. The adapter is included in the Web Services and Applications installation package.

There are two deployment options available for the adapter:

- **Gplus Adapter for Salesforce** provides a smaller interface designed for Salesforce Classic, although it also works in Salesforce Console.
- **Gplus Adapter for Salesforce - Workspace Web Edition** provides the full Workspace Web Edition interface and is only available in the Salesforce Console.

If you would like to migrate to Gplus Adapter for Salesforce - Workspace Web Edition, follow this procedure:

> **Tip**
>
> The data in Step 7 can be entered directly into an existing Call Center Configuration. Cloning the Call Center Configuration allows a backup of the configuration and opportunity for testing the new configuration.

1. Log into Salesforce.com with your administrator credentials to open the **Home** page.
2. Go to **Setup**.
3. In the **Quick Find** field, type **Call Center**.
4. Click **Call Centers**.
5. Click **Genesys Gplus for Salesforce**.
6. Click **Clone**.
7. Enter the following values:

Parameter	Value
Internal Name	Limited to 40 chars and the first character must be a letter
Display Name	Limited to 40 chars and the first character must be a letter
CTI Adapter URL	https://host:port/ui/crm-workspace/index.html
Softphone Height	Recommended: 325 Minimum: 300
Softphone Width	Recommended: 850

Parameter	Value
	Minimum: 500

8. Click **Save**.
9. Add your company domain where Web Services and Applications is installed to the whitelist.

   a. Click **App Setup** > **Create** > **Apps**.
   b. From the **Apps** list, click the application specific to your Salesforce deployment.
   c. Click **Edit**.
   d. Scroll down to the **Whitelist Domains** section, and then type your company domain. For example: `live.genesys.com:8043`

      If you use the default port (443), you do not need to specify the port.

   e. Click **Save**.

Next steps

After you migrate your Gplus adapter, you must provision the call center with users. If you have a previous Salesforce Call Center, remove users from that Call Center and add the users to the new call center you just added.

Removing Multiple Users

To remove multiple users from a call center:

1. Log into Salesforce with your administrator credentials to open the **Home** page.
2. Click **Setup**, found under the **User menu** drop-down list, under your user name in the top right corner, to open the **Force.com** page.
3. From the **App Setup** section on the left side of the screen, click **Customize** to open the customization options.

4. Click **Call Center** to open the **Call Center** page.
5. Click **Manage Call Centers** under the **Call Center** section.
6. Click the name of the call center from which you want to remove the Salesforce user.
7. In the **Call Center Users** section, click **Manage Call Center Users**.
8. Select the **Action** check box next to each user you want to remove.
9. Click **Remove Users**.

Adding Users

You can add new users to your Salesforce call center using the following steps:

1. Log into Salesforce with your administrator credentials to open the **Home** page.
2. Click **Setup**, found under the **User menu** drop-down list, under your user name in the top right corner to open the **Force.com** page.
3. From the **App Setup** section on the left-hand side of the screen, click **Customize** to open the customization options.
4. Click **Call Center** > **Call Centers**.
5. Click the name of your contact center.
6. In the **Call Center Users** section, click **Manage Call Center Users**. You can also access this button from the **Call Center Edit** screen, if you are editing your `callcenter.xml` file.
7. Click **Add More Users**.
8. Specify the search criteria to find the users who you want to assign to your call center. For example, you can search by the **Last name** field.
9. Click **Find** to display the refined list of your search criteria.
10. Select the check boxes for the users that you want to add.
11. Click **Add to Call Center**.

Rolling Migration Back

Rollback to 8.5.202.69, 8.5.202.71, 8.5.202.77, 8.5.202.81, 8.5.202.86

1. Stop the Web Services and Applications service.
2. Uninstall the Web Services and Applications RPM package using the rpm package manager: `rpm –e gws`
3. Restore the files that you backed up during the upgrade including:
   - **/etc/init.d/gws**
   - **/etc/default/gws**
4. Start Web Services and Applications.

Rollback to 8.5.201.29, 8.5.201.41, 8.5.201.50, 8.5.201.61, 8.5.201.68, 8.5.201.76, 8.5.201.84, 8.5.201.92, 8.5.202.04, 8.5.202.23, 8.5.202.34, 8.5.202.40, 8.5.202.50, 8.5.202.54

Rollback your Web Services and Applications version and specify Java 8. The method by which you rollback your Java version depends on the method by which you upgraded the version.

1. Stop the Web Services and Applications service.
2. Uninstall the Web Services and Applications RPM package using the rpm package manager: `rpm –e gws`
3. Make Oracle Java 8 the default on the host
4. Restore the files that you backed up during the upgrade including:
   - **/etc/init.d/gws**
   - **/etc/default/gws**
5. Start Web Services and Applications.

Rollback to 8.5.201.18

Since this version uses Java 7, you need to rollback your Web Services and Applications version and specify Java 7. The method by which you rollback your Java version depends on the method by which you upgraded the version.

1. Stop the Web Services and Applications service.
2. Uninstall the Web Services and Applications RPM package using the rpm package manager: `rpm –e gws`
3. Make Oracle Java 7 the default on the host.
4. Restore the files that you backed up during the upgrade including:
   - **/etc/init.d/gws**
   - **/etc/default/gws**
5. Start Web Services and Applications.

Rollback to 8.5.201.09

Since this version uses Java 7, you need to rollback your Web Services and Applications version and specify Java 7. The method by which you rollback your Java version depends on the method by which you upgraded the version.

1. Stop the Web Services and Applications service.
2. Uninstall the Web Services and Applications RPM package using the rpm package manager: `rpm –e gws`
3. Make Oracle Java 7 the default on the host.
4. Restore the files that you backed up during the upgrade.
5. Start Web Services and Applications.

Recover Cassandra from a snapshot

If the rollback to previous version is not successful, the cause might be database data corruption. In this case, restore the Cassandra database from the snapshot that you took before the migration. Detailed instruction depends on your Cassandra version and can be obtained here:

- http://docs.datastax.com/en/cassandra/1.2/cassandra/operations/ops_backup_snapshot_restore_t.html
- https://docs.datastax.com/en/cassandra_win/2.2/cassandra/operations/opsBackupSnapshotRestore.html