

## **GENESYS**

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## Workspace Desktop Edition Deployment Guide

Client-side Port Security

## Client-side Port Security

Use the Procedure: Enabling client-side port definition to define the access ports for each application to which Interaction Workspace connects to ensure the security of the system. This feature is configured partially on Framework Configuration Server and partially on the Interaction Workspace application in Genesys Administrator. The Client-Side Port Definition chapter of the Genesys 8.0 Security Deployment Guide. provides detailed information on client-side port definition

Note: When you set the client-side port for the connection to Configuration Server, ensure that you use the Interaction\_Workspace\_802.apd template; do not use the Interaction\_Workspace\_AgentDesktop\_802.apd template. If a connection to at least one back-end server is configured with an explicit client-side port, after exiting, the agent must wait for a system timeout before they are able to initialize Interaction Workspace application again. The timeout is positioned at the Windows OS level through the following registry key: TcpTimedWaitDelay. This is a system level limitation.