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Workspace Desktop Edition Deployment Guide

Deployment Procedures

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Deployment Procedures

This chapter provides the procedures that are required to install and deploy Interaction Workspace in a Genesys 8 environment. The following task table provides an overview of how to set up your Genesys 8 Configuration Layer for Interaction Workspace, install and deploy Interaction Workspace, and perform additional (optional) installations. Refer to *Framework 8.0 Genesys Administrator Help* and *Genesys Security Guide* for detailed information on how to use Genesys Administrator and Management Framework to configure access permissions.

Preparing the Configuration Layer and Installing Interaction Workspace

Objective	Related procedures and actions
1. Preparing The Configuration Layer	- Procedure: Installing Interaction Workspace Deployment Package on the Windows operating system - Procedure: Using Genesys Administrator to set up the Interaction Workspace application (Optional) Procedure: Enabling client-side port definition
2. Installing The Deployment Package	Procedure: Installing Interaction Workspace Deployment Package on the Windows operating system
3. (Optional) Deploying The ClickOnce Application On Your Web Server. Choose this option if you want to deploy Interaction Workspace as a ClickOnce application.	- Procedure: Deploying the Interaction Workspace downloadable package (ClickOnce) on your web server (Optional) Procedure: Installing the Interaction Workspace SIP Endpoint - Procedure: Configuring Apache to enable the ClickOnce package - Procedure: Configuration verification--Testing the client
4. (Optional) Installing The Interaction Workspace Developer Toolkit. Choose this option if you want to deploy the Interaction Workspace developer package.	- Procedure: Installing Interaction Workspace Customization on the Windows operating system (Optional) Procedure: Installing the Interaction Workspace SIP Endpoint
5. (Optional) Installing The Interaction Workspace Application. Choose this option if you want to deploy a non-ClickOnce version of Interaction Workspace.	Procedure: Installing the Interaction Workspace application on a client desktop

Objective	Related procedures and actions
	2. (Optional) Procedure: Installing the Interaction Workspace SIP Endpoint 3. (Optional) Procedure: Installing the Screen Capture Application 4. (Optional) Installing Plug-ins for Interaction Workspace