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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 8.1 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
<p>1. Preparing The Configuration Layer</p>	<ul style="list-style-type: none"> • 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
<p>2. Installing The Deployment Package</p>	<ol style="list-style-type: none"> 1. Procedure: Installing Interaction Workspace Deployment Package on the Windows operating system 2. (Optional) Install Language Packs for Workspace
<p>3. (Optional) Deploying The ClickOnce Application On Your Web Server. Choose this option if you want to deploy Interaction Workspace as a ClickOnce application.</p>	<ol style="list-style-type: none"> 1. Procedure: Deploying the Interaction Workspace downloadable package (ClickOnce) on your web server 2. (Optional) Procedure: Installing the Interaction Workspace SIP Endpoint 3. Procedure: Configuring Apache to enable the ClickOnce package 4. Procedure: Configuration verification--Testing the client
<p>4. (Optional) Installing The Interaction Workspace Developer Toolkit. Choose this option if you want to deploy the Interaction Workspace developer package.</p>	<ol style="list-style-type: none"> 1. Procedure: Installing Interaction Workspace Customization on the Windows operating system 2. (Optional) Procedure: Installing the Interaction Workspace SIP Endpoint 3. (Optional) Install Language Packs for Workspace

Objective	Related procedures and actions
<p>5. (Optional) Installing The Interaction Workspace Application. Choose this option if you want to deploy a non-ClickOnce version of Interaction Workspace.</p>	<ol style="list-style-type: none">1. Procedure: Installing the Interaction Workspace application on a client desktop2. (Optional) Procedure: Installing the Interaction Workspace SIP Endpoint3. (Optional) Procedure: Installing the Screen Capture Application4. (Optional) Installing Plug-ins for Interaction Workspace5. (Optional) Install Language Packs for Workspace