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iWD Deployment Guide

Installation Phase Overview

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Definitions

Installation is the initial iWD deployment phase that results in a fully functional iWD Manager application and prepared iWD runtime node. Whereas in pre-8.5.0 releases, iWD Manager was used for the rest of the deployment configuration, from 8.5.0 most of the configuration is carried out using the Genesys Administrator Extension (GAX) component and the iWD Plug-in for GAX component (from now on referred to as iWD GAX Plugin).

In 8.5.0, iWD Manager is used mostly for task monitoring and management via the Global Task List.

The iWD Runtime Node is a container in which the iWD runtime services run.

The installation phase requires knowledge of the overall system infrastructure in which iWD is being deployed, such as Java web application server and database configuration. This phase is typically implemented by IT personnel.

iWD installation consists of two steps:

- Preparing databases
- Installing applications

Database Preparation

The first step of iWD installation is database preparation. A basic iWD deployment uses four operational databases:

- iWD Configuration database—iWD Manager utilizes a database in which all of the configuration data (GTL Filters) is stored. The rest of the configuration have moved to the Configuration Server database.
- Genesys Rules System rule repository—Stores business rule templates and business rules. For more information, see the **Genesys Rules System 8.5 Deployment Guide**
- Interaction Server databases—Stores iWD tasks and related task events. Make sure that you have installed and configured the Interaction Server and its associated databases, as described in the **eServices (Multimedia) 8.1 Deployment Guide**.
- Data Mart database—Uses Fact tables, aggregates, dimension and measures to provide sophisticated reporting options.

For a list of the database engines that are supported by the iWD application, Genesys Rules System, and Interaction Server, refer to the **Genesys Supported Operating Environment Reference Guide**. Please note that the iWD application might not support all of the databases that are supported by Interaction Server or the Genesys Rules System.

To prepare the iWD Configuration database, two actions must be performed manually via the database's administrative interface:

- Creation of a database

- Creation of a database user who will need the following permissions:
 - CREATE TABLE
 - CREATE INDEX
 - CREATE VIEW
 - CREATE TRIGGER (Oracle)
 - CREATE SEQUENCE (Oracle)

The rest of the database setup, such as creation of tables and indexes, is performed automatically by iWD.

Application Installation

After the iWD operational databases have been prepared, the iWD GAX Plugin component, the iWD Manager application and the iWD Runtime Nodes can be installed. iWD Manager runs on a Java application server. iWD Runtime Node is a stand-alone Java application. In release 8.5, both should be installed manually and subsequently configured by using Genesys Administrator Extension (GAX).

Refer to the **Genesys Supported Operating Environment Reference Manual** for a list of the Java application servers that are supported by iWD.

A basic iWD deployment, such as in a lab environment, utilizes a single instance of iWD Manager, as well as a single instance of an iWD Runtime Node. In more complex scenarios, such as multi-tenant, high-volume or high-availability deployments, multiple iWD Runtime Node instances can be installed. These deployments provide more controlled resource partitioning and allow load distribution across multiple physical servers.

Up to release 8.1, for a production deployment, Genesys recommended that you deploy iWD Data Mart services on a dedicated iWD Runtime Node. In release 8.5, Data Mart can be run as a stand-alone Java application and can be controlled by Solution Control Service (SCS)

In addition to the iWD GAX Plugin, the iWD Manager and iWD Runtime Node installation, Genesys Rules System must be installed. This installation includes:

- Genesys Rules Development Tool, which is an Eclipse plug-in for business rule template development
- Genesys Rules Authoring Tool, which is used for authoring and deploying business rules
- Genesys Rules Engine, which is an engine that receives and processes requests for business rule evaluation from clients, such as the routing strategies in the iWD Business Process (IWDBP).