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iWD Deployment Guide

Migration to 8.5.1

9/13/2025

Migration to 8.5.1

General comments

- ETL scripts—Please note that each new IWD release delivers newer versions of ETL scripts, and the path to ETL is configurable (**GAX -> Configuration -> iWD -> Datamart -> YOUR SOLUTION -> <ETL Scripts Directory>**). You must ensure that you are using the latest version of scripts. Any customizations must also be re-applied.

8.5.106.03

A minimum version of ORS 8.1.400.48 is required to use the new Stat Server Extension features implemented in this release.

From 8.5.102/3 to 8.5.104

iWD Manager deployment on Tomcat 6 is no longer supported. Customers using Tomcat must upgrade to Tomcat 7.0.67 or later.

Please consult the iWD Business Process documentation for **IRD** and for **Composer** to understand the changes in the 8.5.104 release of iWD. There are improvements and enhancements to the previous 8.5.1 IRD business process.

Genesys recommends manual installation of the updated iWD Business Process for IRD and the iWD Business Process for Composer.

From 8.5.101 to 8.5.102

Message Server or Message Server DAP in Data Mart have been replaced with Configuration Server DAP in release 8.5.102

Please follow the procedure in [Configuring Data Mart Logging](#).

Using Genesys Administrator Extension, remove the Message Server or Message Server DAP as described below.

1. Navigate to **Configuration > Applications**.
2. Find the Data Mart application and open it.

3. On the **Connections** tab, locate the Message Server or Message Server DAP applications and do the following:
 - a. If no Message Server or Message Server DAP applications are found, click **Cancel** and skip the following step.
 - b. If Message Server or Message Server DAP applications are found, select the check box next to their name and click **Remove**. Click **Save** to save changes.

iWD Runtime Node Application type has been changed from **ThirdParty** to **iWD Runtime Node** in release 8.5.102

1. Log in to Genesys Administrator Extension and navigate to the iWD Runtime Node application—for example, **Configuration > Applications**.
2. Open the ThirdParty iWD Runtime Node application.
3. Navigate to the **Options** tab and from the **More** menu select the **Export** option.
4. Create a new iWD Runtime Node application with type iWD Runtime Node, as follows:
 - a. if you are installing iWD Runtime Node via Genesys Administrator Extension (see [Deployment Guide](#)) the new iWD Runtime Node application will be created automatically.
 - b. In all other cases you need to create it manually, as follows:
 - i. Import the iWD Runtime Node Template. If it does not exist just create a new template for the application type iWD Runtime Node.
 - ii. Create a new iWD Runtime Node application using the iWD Runtime Node template.
5. In the newly created iWD Runtime Node application go to the **Options** tab and from the **More** menu select the **Import** option. Other settings should be the same as in the old ThirdParty iWD Runtime Node application.
6. Remove the old ThirdParty iWD Runtime Node application.
7. Set the iWD Runtime Node application name to that of the removed ThirdParty iWD Runtime Node application name.
8. Navigate to **Home > Datamart > <used solution>**
9. On the **General** tab, select the newly created application and save the changes.

From 8.5.0

To migrate from 8.5.0 to 8.5.1 use the following procedures:

1. Use the installation procedures for each component to install 8.5.1 on top of 8.5.0.

Important

Note that for each component you **must** uninstall the previous version before installing the new version. Note

also that the Uninstall action is not supported by the GAX interface for either plug-ins or **any other application, whether or not it was installed using the GAX interface**. See the procedure for **installing and removing plug-ins**.

2. Run the migration script

- a. Install Python 2.6 or 2.7 and the httplib2 library. GAX must be accessible through the network from the machine where Python is installed.
- b. Go to iWD Manager installation directory and then to the configuration directory inside—for example, C:\Program Files (x86)\GCTI\iWD Manager\config
- c. Unpack the migration.zip file to the migration directory.
- d. Run the script for each tenant being migrated, including the Environment (tenant_runtime_id SYSTEM) tenant. For the Environment tenant, provide the same .xml file for flags -s and -i.

```
python main850_851.py -t <tenant_name> -r <tenant_runtime_id> -i  
<tenant_export_file>.xml -s <system_tenant_export_file>.xml  
-g <GAX_URL> -u <username> -p <password> -v -d <mapping_file>.ini
```

Important

The tenant_runtime_id can be found in GAX. From the **Configuration** page in the Environment links list, click on the **Tenants** link, and then click on the Tenant name. On the **General** tab the Tenant name is defined in the **Name** field. On the **iWD Attributes** tab the tenant_runtime_id is defined in the **ID** field.

3. If Universal Contact Server is configured it must be added to iWD Manager's connections. Normal configuration requires one UCS instance per iWD Solution, so if you have more than one Solution configured, you must add a connection from iWD Manager to each required UCS

- a. On the **Connections** tab, add the connection(s) and connection parameters to Universal Contact Server (UCS) that your iWD Solution(s) will use:
 - i. Add the **Port ID** on the Interaction Server that iWD Manager will connect to. It can be a secure port if you intend to use TLS.
 - ii. Specify the **Connection Protocol**: simple or addp.
 - iii. Specify the **Local Timeout** and the **Remote Timeout**—These values are required only if you specified addp in **Connection Protocol**. This value specifies the heartbeat polling interval, measured in seconds, on the client side. This indicates how often the client application sends polling signals to the server application. To enable this functionality, specify any integer as the value.
 - iv. Specify a **Trace Mode**—The connection trace mode used between a server and its client.
 - Trace Is Turned Off—Select if you do not want either the client or the server application to print ADDP-related messages in its log.
 - Trace On Client Side—Select if you want the client application to print ADDP-related messages in its log.
 - Trace On Server Side—Select if you want the server application to print ADDP-related messages in its log.
 - Trace On Both Sides—Select if you want both the client and server applications to print

ADDP-related messages in their logs.

- b. Specify Transport Protocol Parameters—Any text, usually key-value pairs, separated by a semicolon (;). This property is application-specific.
- c. Specify Application Parameters—Any text, usually key-value pairs, separated by a semicolon (;). This property is application-specific.

From 8.1.1

1. From iWD Manager 8.1.1, export the configuration to .xml files. All tenants must be exported.
2. Install Genesys Administrator Extension 8.5.200.12.
3. Log in to GRAT, click on each rule package that you want to migrate and export it as an XML file.

Warning

Previously these steps were part of the GRS migration procedure. However since 8.1.300 they are applicable only for iWD migration

4. Upgrade the Genesys Rules System according to **the GRS and IWD Compatibility Matrix**.
5. Install iWD 8.5.1 components including iWD Plug-in for GAX.

Important

iWD Manager has a new template in 8.5—this must be upgraded as well.

6. After iWD Manager is installed, configure roles and privileges for IWD.
7. Upgrade the Business Process.
8. Upgrade the Standard Rule Templates.
9. Start GAX. Make sure, that iWD Plugin for GAX is available.
10. If setting up a new system, make sure that:
 - All tenants are already created (the migration script does not create Tenants).
 - All tenants have already uploaded at least one Business Process with default queue names— iWD_New, iWD_Queued and so on.
 - The Interaction Server application and Database Access Points (DAPs) are defined.
- Make sure the Runtime Node application exists. Create a Runtime Node DAP application if is not already defined.
- Install Python 2.6 or 2.7 and the httplib2 library. GAX must be accessible through network from the machine where Python is installed.

- Run the script for each tenant being migrated, including the Environment (tenant_runtime_id SYSTEM) tenant. For the Environment tenant, provide the same .xml file for flags `-s` and `-i`.

```
python main.py -t <tenant_name> -r <tenant_runtime_id> -i <tenant_export_file>.xml -s  
<system_tenant_export_file>.xml  
-g <GAX_URL> -u <username> -p <password> -v -d <mapping_file>.ini
```

Important

The `tenant_runtime_id` can be found in GAX. From the **Configuration** page in the Environment links list, click on the **Tenants** link, and then click on the Tenant name. On the **General** tab the Tenant name is defined in the **Name** field. On the **iWD Attributes** tab the `tenant_runtime_id` is defined in the **ID** field.

- Review the configuration using iWD Plugin for GAX.
- Import the previously exported rule packages into GRAT.
- Create new integrated capture points. See the **Working with Integrated Capture Points** section.
- Start iWD Manager and upgrade the iWD Manager database.
- If you are migrating an existing system/Data Mart configuration, update the Audit Events. Do this by running the following query against the Data Mart database, after the Business Structure is configured in Configuration Server:

```
DELETE FROM ETL_AUDIT WHERE PROCESS_NAME = 'Load_Config_GTL_DM'
```

- Start iWD Runtime Node (optional).

From Releases Prior to 8.1.1

No direct migration process is supported from releases earlier than 8.1.1 to 8.5.1. To migrate from these earlier releases, you must first migrate to 8.1.1.