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iWD Deployment Guide

Installing Runtime Node

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Installing Runtime Node

This section describes the procedures that are used to install iWD Runtime Node.

Prerequisites

Prerequisites

The iWD Runtime Node must be installed as a standalone Java application server before it can run iWD services. When deploying services for multiple solutions, each solution should have its own dedicated Runtime Node and the installation procedure must be repeated for each of them.

- The environment meets the requirements that are described in **Installation Prerequisites**
- The computer on which the iWD Runtime Node is going to be installed has network access to the computer that is hosting Genesys Configuration Server, Interaction Server and Message Server databases.
- You have access rights to execute `install.sh` or `setup.exe`, depending on the operating system.
- For upgrades from 8.5.0 to 8.5.1+:
 - iWD Runtime Node is stopped.
 - The previous version of iWD Runtime Node is uninstalled.

Important

Genesys recommends 12GB memory for the Runtime Node application.

On Windows

On Windows

Purpose

To install the iWD Runtime Node application on the Windows platform.

Summary

Installation of iWD Runtime Node saves the required database scripts and Kettle files in the working directory. For more information about the database go to the *Create the Data Mart Database tab*. The current procedure assumes that the application already exists in Configuration Server. If not, see the required steps in the *iWD Runtime Node Application Definition tab*.

Important

If you are upgrading, ensure that you have uninstalled the previous version and proceed with the current installation procedure. Also make sure not to skip the Application Definition step, because new versions might deliver new options.

Procedure

1. Locate and double-click setup.exe in the iWD Runtime Node directory of the iWD DVD.
2. The iWD Runtime Node Installation Wizard opens. Click **Next** in the **Welcome** screen.
3. In the **Connection Parameters** to the Configuration Server screen, enter the login details to connect to Genesys Configuration Server and then click **Next**:
 - Host name—The host of Genesys Configuration Server
 - Port—The port that is used by Genesys Configuration Server
 - User name—The user name of the Person (or User) as defined in Genesys Configuration Manager or Genesys Administrator.
 - Password—The password that is associated with the Person (or User).
4. Select application from proposed list. Those selection will provide details for rest of dialog.
5. Click **Next**.
6. The installer suggests an installation path. Change it if needed, then accept by clicking **Next**.
7. In the **Ready to Install** screen, click **Install** to begin the installation of iWD Runtime Node.
8. When installation has been completed, click **Finish**.

9. The installed `JavaServerStarter.ini` file should not require any updates but you can review it.
10. The appropriate Windows service should be created and should appear on the list of Windows services. This allows you to start/stop it.
11. Turn on any of the plug-ins by editing the `plugins.properties` file, or install localization if needed.
12. Start the iWD Runtime Node Windows service

End of procedure

On UNIX

On Unix

Purpose

To install the iWD Runtime Node application on the UNIX platform.

Summary

Installation of iWD Runtime Node saves the required database scripts and Kettle files in the working directory. For more information about the database go to the *Create the Data Mart Database tab*. The current procedure assumes that application already exists in Configuration Server. If this is not the case, follow the required steps in the *iWD Runtime Node Application Definition tab*.

Important

If you are upgrading, ensure that you have uninstalled the previous version and proceed with the current installation procedure. Also make sure not to skip the Application Definition step, because new versions might deliver new options.

Procedure

1. As the iWD Runtime Node user, browse to the `install` directory and enter `./install.sh`.
2. When the following output is displayed, enter the required information, as indicated at each prompt.

Installing Runtime Node

```
*****
* Welcome to the Genesys 8.5 Installation Script *
*****

Installing iWD Runtime Node, version 8.5.XXX.XX

Please enter the hostname or press enter for "HOSTNAME" =>

Please enter the following information about your Configuration Server:

Configuration Server Hostname =>CONFIGURATION_SERVER_HOSTNAME
Network port =>CONFIGURATION_SERVER_PORT
User name =>CONFIGURATION_SERVER_USERNAME
Password =>CONFIGURATION_SERVER_PASSWORD

Please choose which application to install:
1 : iWD_Runtime_Node
=>1

Please enter full path of the destination directory for installation =>/YOUR_PATH/iwd/
YOUR_APP_NAME/

Extracting tarfile: data.tar.gz to directory: /YOUR_PATH/iwd/YOUR_APP_NAME/
...
etl/
etl/kettle_mssql.properties
etl/aggregate_intraday.kjb
etl/kettle_mysql.properties
etl/plugins/
etl/plugins/queue/
...
etl/plugins/plugins.properties
...
iWD_Data_Mart_Service_Script.sh
iWD_Runtime.sh
iwd_node.jar
lib/
...
sql_scripts/
sql_scripts/mssql/
sql_scripts/mssql/iwd_dm_mssql.sql
sql_scripts/oracle/
sql_scripts/oracle/iwd_dm_oracle.sql

Installation of iWD Runtime Node, version 8.5.XXX.XX has completed successfully.
```

3. Turn on any of the plug-ins by editing the `plugins.properties` file, or install localization if needed.
4. Review and make changes, if needed, to the any files `iWD_Runtime.sh` (since 8.5.106.03 `iwd_runtime.sh` or `iWD_Runtime_Service.sh`), for example, providing flags to Java. White characters (such as spaces) are not supported in the script variables—for example, `DM_APPL=iWD Runtime Node` is illegal.

Important

Please note that the path must be provided in the application configuration.

5. Start the iWD Runtime Node process.

iWD Runtime Node Application Definition

Procedure

1. Log into Genesys Administrator or GAX and import the iWD Runtime Node Application template from the iWD DVD.
2. Create a new **Application** object based on the template. For upgrades from 8.5.0 to 8.5.1 you can either create a new application in place of the previous one or simply update the application by using the new template. To begin the Create procedure, navigate to **Configuration > Environment > Applications** and click **New**.
3. On the **General** tab:
 - a. Enter your chosen name, for example, iWDRuntimeSolutionName. Using spaces is not recommended.
 - b. Select the application **Template**—Use type Third Party Server for releases 8.5.100.xx and 8.5.101.xx and type iWD Runtime Node for 8.5.102+.
 - c. **Version**, **Tenant** and **Is Application Server** boxes are pre-selected according to the template type.
 - d. Fill in fields **Working Directory**, **Command Line** and **Command Line Arguments** per the example below:

Attribute name	Windows	Unix
Working Directory	C:\Program Files (x86)\GCTI\iWD Runtime Node	/IWD_APP_PATH/iWDRuntimeNode/
Command Line	JavaServerStarter.exe	/INIT_PATH/iwd_runtime.sh
Command Line Arguments	-host YOUR_CFG_SRV_HOST -port YOUR_CFG_SRV_PORT -app YOUR_APP_NAME -service YOUR_SERVICE_NAME	start

- e. Choose the host where the application will run.

Optional fields

- f. **Certificate**—The security certificate value. In Windows, select the certificate value from the list of installed certificates. In UNIX, enter the full path to the **<serial_#>_<host_name>_cert.pem** file.
- g. **Certificate Description**—An optional description of the Certificate.
- h. **Certificate Key**—The full path to the **<serial_#>_<host_name>_priv_key.pem** file of the security certificate key. This field is used only if Genesys Security is deployed on UNIX; otherwise this field is empty.
- i. **State Enabled**— If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
- j. **Login As Account**— Select a user account that has full access to the relevant Tenant, and to both Applications and Applications Templates. These fields are displayed after the application is created.

Important

The Load Config service will need to read certain settings from your Tenant and parent tenant (if the latter exists). For example, it needs to have read permission to all applications involved in the Solution, including Capture Points and their application templates. The Statistics Adapter service will need to update the options in Stat Server application, and it does this through the iWD Runtime Node application that has been configured in Configuration Server. For this reason iWD Runtime Node should be configured so that it can make the required changes to the Stat Server application on behalf of a user with appropriate security permissions.

4. On the **Connections** tab, add:
 - a. A Data Mart DAP to point at the database that will be used.
 - b. **Only in releases prior to 8.5.102**—A Message Server to provide current information about the iWD Solution. Solution data will be collected via the Message Server DAP. Please also note there are two types of connection for DAP (default and jdbc) and they require different configuration as follows:

DAP: connection types	Database	DBMS Name	Database Name
default	MSSQL	The database server name.	The message server database name.
	Oracle		The message server database SID or the net service name as specified in the tnsnames.ora file.
	DB2	The message server database name.	The database server name.
	PostgreSQL	Not supported	
jdbc	MSSQL	N/A	The message server database name.
	Oracle		The message server database SID or the net service name as specified in the tnsnames.ora file.
	DB2		The database server name.
	PostgreSQL	Not supported	

5. On the **Ports** tab lists add a new port that will be used to communicate between the GAX Datamart Dashboard and iWD Runtime Node. The value of **ID** should be webservice and have the setup protocol http.
6. On the **Tenants** tab choose only one Tenant where your solution is located.
7. Ignore the **Options** tab.
8. Ignore the **Application Options** tab.
9. Click **Save** to save the Application object.

If you have re-created the iWD Runtime Node application you should go to **GAX > Configuration > Datamart** section to confirm that the selected application for your solution is correct and has a suitable configuration.

Important

Any changes made to application settings require iWD Runtime Node restart in order to be applied.

Create the Data Mart Database

Create the Data Mart Database

- For information about Genesys Interactive Insights (GI2) for iWD, see the GI2 8.0 guides. The functionality in GI2 8.0 is the same as in GI2 8.1—however GI2 8.0 for iWD is powered by SAP BO XI 3.1, whereas GI2 8.1 for iWD is powered by SAP BI 4.1.
- If you will be using the Genesys Interactive Insights for the iWD product for historical reporting based on the iWD Data Mart, you must enable several aggregates that are not enabled by default. Please see the *Reading iWD Aggregation* section of the **Interactive Insights 8.0 Deployment Guide**.

This is a general procedure. Work with your enterprise's database administrator to follow the specific procedure that is required by your database management system and your enterprise policies.

Prerequisites

- iWD Runtime Node must be installed
- A Database Access Point (DAP) application with connection type JDBC needs to be created

Important

Remember to set up the port in that DAP to the value of the database server port—for example, for MSSQL the default port is 1433. This number needs to be set up as the port in the DAP configuration.

Procedure

1. Ensure that the database server is running.
2. Log on to the database server's administrative interface (such as Oracle Enterprise Manager).
3. Create a new database user account (for example, iwddatamartuser).
4. Create a new database (for example, iwddatamartdb).
5. Ensure that there is a user, who has access to the Data Mart database, who has the following permissions:
 - CREATE TABLE
 - CREAT INDEX
 - CREATE VIEW
 - CREATE TRIGGER (Oracle)
 - CREATE SEQUENCE (Oracle)
- The iWD Data Mart database will be initialized automatically the first time the Database Service and Kettle ETL Service are started. If the Database Service's Auto Sync option is selected, this initialization is automatic, and the Database Service will also check for updates to the iWD Data Mart database whenever a new version of iWD Data Mart is installed. The Auto Sync option will also initialize ETL plug-ins.

Important

You can find the Auto Sync option by following this path: **GAX** (with iWD plugin installed) -> **Configuration** -> **Datamart** -> **YOUR SOLUTION** -> **Database**. Any changes to these options require iWD Runtime Node to be restarted take effect.

Add Configuration Server Audit Logging

Add Configuration Server Audit Logging

Important

This section applies only to iWD releases 8.5.102 and later.

Use the following steps to configure a Configuration Server DAP and use it in Data Mart.

Important

Before release 8.5.102, Data Mart required Message Server for audit logs. This is no longer required.

Prerequisites

- iWD Runtime Node must be installed.
- All audit events from GAX's Message Server or Message Server dedicated to iWD have been processed by iWD Data Mart—for example, no modifications of either Capture Points or Business Structure have taken place since Data Mart's last successful Load Config job.
- No Data Mart jobs are running.
- iWD Runtime Node is stopped.

Procedure

1. Using Configuration Manager, create an audit folder:

- a. Create the iWD Audit configuration unit (folder) under the Environment tenant.
- b. Grant Full Control permission to the SYSTEM user.

2. Create a Configuration Server DAP using GAX:

- a. Navigate to **Configuration > Applications**.
- b. Click the **New** button to create a new application.
- c. Configure the DAP as follows:
 - **Name**—Enter the name; for example, confserv_DAP.
 - **Template**—Select the correct template; for example, Database_Access_Point_XXX.
 - **Host**—Select the Configuration Server host.
 - **Connection type**—Select JDBC.
 - **DBMS Type**—Select the type of the Configuration Server database.
 - **Database Name**—Enter the database name
 - **Username**—Enter the database username
 - **Password**—Enter the database password
- d. On the **Application Options** tab, add:
 - A new section called **iWD** containing the **role** configuration option set to value cfgserver.
 - A new section called **jdbc** with option **url**. The value of the **url** option should be a valid JDBC URL

pointing to the Configuration Server database—for example:

- `jdbc:evo:oracle:@//oracle.example.com:1521/CONFIG`
- `jdbc:postgresql://psql.example.com/DB`
- `jdbc:sqlserver://mssql.example.com:1433;databaseName=cfg`

Important

The **jdbc** section with the **url** option is mandatory for the DB2 database engine. It is optional when Configuration Server database is located on Oracle, MS SQL or PostgreSQL.

For Configuration Server running on DB2, the following additional parameters need to be appended to the JDBC connection string:

```
jdbc:db2://db2.example.com:5021/DB:driverType=4;  
fullyMaterializeLobData=true;fullyMaterializeInputStreams=true;
```

```
progressiveStreaming=2;progressiveLocators=2;
```

e. Click **Apply**.

3. Configure Data Mart:

- a. Navigate to **Configuration > iWD > Datamart**.
- b. Open the General tab and select the Configuration Server DAP in the Configuration Server DAP option.
- c. Click **Save**.

Post-Procedure Steps

1. Start iWD Runtime Node.

Add Dedicated/Shared Audit Logging

Add Dedicated/Shared Audit Logging

Important

This section applies only to iWD releases before 8.5.102. In iWD releases 8.5.102 and

later use [Configuring Data Mart Logging](#).

Important

By default iWD GAX Plug-in uses GAX Message Server for auditing. However, as the amount of audit message data generated by other Genesys applications can be huge, for better Data Mart performance Genesys highly recommends configuring a Message Server dedicated to iWD.

Prerequisites

- iWD Runtime Node must be installed.
- A Message Server dedicated to iWD is installed, configured to work with the database via DAP, and is running.

Important

From release 8.5.1, Runtime Node supports both connection types for DAPs in Messages Server: default and JDBC

- A corresponding Message Server application is created and configured in the Genesys configuration environment.
- All audit events from GAX's Message Server have been processed by iWD Data Mart—for example, no modifications of either Capture Points or Business Structure have taken place since Data Mart's last successful **Load Config** job.
- No Data Mart jobs are running.
- iWD Runtime Node is stopped.

Add a Message Server Dedicated to iWD

1. Navigate to **Configuration > Applications**.
2. Select the GAX application (of type Genesys Administrator Server).
3. Click on the **Connections** tab to open it.
4. Verify that only GAX's Message Server is displayed.

5. Click the **Add** button.
6. For the **Server**, choose the Message Server dedicated to iWD.
7. Click **OK** to add the new Message Server to the GAX application and close the window.
8. Verify that the newly added Message Server is on the list in the **Connections** tab.
9. Click **Save**.
10. Navigate to **Configuration > Applications**.
11. Select the Message Server dedicated to iWD.
12. On the **Application Options** tab, add the role key in the **GAX** section with value of datamart.
13. Click **Save**.
14. Navigate to **Configuration > Applications**.
15. Select GAX's Message Server.
16. On the **Application Options** tab, add role key in the **GAX** section with value of gax.
17. Navigate to **Configuration > Applications**.
18. Select the iWD Runtime Node application.
19. Click on the **Connections** tab to open it.
20. Verify that only Message Server dedicated to iWD is displayed. If not then remove other Message Servers (check the check box next to the Message Server and click **Remove**.)
21. If Message Server dedicated to iWD is not added than:
 - Click the **Add** button.
 - For the Server, choose the Message Server dedicated to iWD.
 - Click **OK** to add the new Message Server to the GAX application and close the window.
22. Click **Save**.

Remove a Message Server Dedicated to iWD

1. Navigate to **Configuration > Applications**.
2. Select the GAX application (of type Genesys Administrator Server).
3. Click on the **Connections** tab to open it.
4. Verify that there are two Message Servers—one for GAX and one for iWD.
5. Check the check box next to the iWD Message Server and click **Remove**.
6. Click **Save**.
7. Configure GAX's Message Server according to **GAX Configuring the Auditing Feature** (new document).
 - Navigate to **Configuration > Applications**.
 - Select GAX's Message Server.

- On the **Application Options** tab, remove role key in the **GAX** section with value of gax.
 - Click **Save**.
8. Navigate to **Configuration > Applications**.
 9. Select the iWD Runtime Node application
 10. Click on the **Connections** tab to open it.
 11. Remove Message Server dedicated to iWD
 - Check the check box next to the Message Server and click **Remove**.
 12. Add GAX's Message Server.
 - Click the **Add** button.
 - For the Server, choose the GAX's Message Server.
 - Click **OK** to add the GAX's Message Server to the iWD Node application and close the window.
 13. Click **Save**.

Post-procedure steps

1. Restart GAX.
2. Start iWD Runtime Node.