iWD Deployment Guide

Installation

12/22/2025

Installation

Task Summary: Installing iWD 8.5

The following table outlines the task flow for installing iWD 8.5. The procedures referenced in this table provide instructions about installing iWD components on Windows hosts.

Installing iWD 8.5

Objective	Related procedures and actions
1. Prepare for installation and review prerequisites.	Ensure that your environment meets the prerequisites. Ensure that the required CDs are available. See **Preparing for Installation**.
2. Install Interaction Server.	iWD 8.5 requires Interaction Server 8.1.1 or higher. Genesys recommends that you use the latest version of Interaction Server that is included with iWD. If your environment does not have an instance of Interaction Server installed already (such as for an eServices solution), you must install one. See **Install Interaction Server**.
3. Install Genesys Administrator Extension (GAX).	If it is not already installed, you must install GAX. **8.5.0:** Install GAX release 8.5.000.47 or higher. **8.5.1:** Install GAX 8.5.200.12 or higher.
4. (Optional) Upload the iWD Installation Packages in GAX.	Optionally you can upload all the iWD installation packages (IPs) now. See **Uploading IPs Using GAX**. Alternatively, you can do this on a component-by-component basis, in which case the templates must be uploaded separately.
5. Install the iWD GAX Plugin.	In Genesys Administrator Extension, install the iWD GAX Plugin component, which is required to complete iWD configuration. See **Install iWD GAX Plugin**.
6. Install the Genesys Rules System.	Install GRS 8.5.001 or higher. The full iWD/GRS compatibility matrix is **here**. Complete steps 1 to 6 (only) in the **Task Summary: Installing Genesys Rules System** section of the Genesys Rules System 8.5 Deployment Guide. **Note:** Step 7 in the Task Summary is about defining the business structure, which from release 8.5.0 is done in the iWD GAX Plugin.
7. Install iWD Runtime Node.	Install Runtime Node and associate a Person account to the iWD Runtime Node application. **Install Runtime Node**.

Objective	Related procedures and actions
8. Install iWD Manager.	See **Install IWD Manager**.
9. Create an iWD Tenant in GAX.	See **Creating a Tenant in GAX**.
10. Create an iWD Business Solution in the iWD GAX Plug-in.	See **Create an iWD Business Solution in the iWD GAX Plug-in**.
11. Configure the necessary Integrated Capture Points for use with iWD.	For background on Capture Points, see **eServices Integrated Capture Points Guide**. For iWD-specific details, see **Capture Point Details**.
12. Install and run the iWD Setup Utility to configure various mandatory configuration objects. **Note:** Not supported from release 8.5.104 onwards. **Manual configuration** is required for later releases.	From release 8.5.0, iWD Setup Utility ships in the IP for iWD Manager. See **Install iWD Setup Utility**.
13. Install iWD Stat Server Extensions.	See **Installing the iWD Stat Extensions**.
14. Configure logging for iWD Manager and iWD Runtime Node.	See **Logging**.
15. Update the Interaction Server databases and Event Log DAP.	See **Working with Task Attributes**.
16. Configure remaining iWD services and objects.	See the **iWD GAX Plug-in Help topics**.
17. Optional: Configure iWD Reporting.	See **iWD Reporting** for details on configuring CCPulse+ for iWD and creating CCPulse+ templates.
18. Optional: Configure Multiple Business Processes (from release 8.5.1).	See **Configuring Multiple Business Processes** for details on how to clone the iWD Business Process to create new business processes with custom queue names.
19. Optional: Configure the system to start/stop application server service through Genesys Solution Control Interface (SCI) or Genesys Administrator.	
20. Optional from iWD 8.5.102—Install and configure iWD Web.	iWD Web allows you to upload tasks to INX/iWD directly from spreadsheets. See **Installing iWD Web** for details.