Configuring TLS for iWD

List of connections and known limitations

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List of connections and known limitations

The table below lists all iWD component connections and their types.

> ## Important
> iWD supports TLS 1.2.

Please refer to the *eServices Integrated Capture Points Guide* for information about configuring secure Capture Point connections. See the following topics:

- JMS Capture Point
- Web Services Capture Point

Configuring secure connections between Interaction Server and the JMS Event Logger is done in the same way as described here:

- Using the JMS logger with Apache Active MQ

For TLS support of other Genesys components that iWD depends on, see the following topic:

- TLS Protocol Support.

Connections

iWD Component	Connection Type	Role	Connections	TLS Mode	Comments
iWD Manager	PSDK	Client	Configuration Server	mutual	The Configuration Server auto-upgrade port should be used for TLS.
	PSDK	Client	Interaction Server	mutual	
	PSDK	Client	UCS	mutual	
	PSDK	Client	Message Server	mutual	
	REST	Client	History Node	mutual	
	REST	Server	Web browser or custom desktops	mutual	

iWD Component	Connection Type	Role	Connections	TLS Mode	Comments
iWD Data Mart	PSDK	Client	Configuration Server	mutual	The Configuration Server auto-upgrade port should be used for TLS.
	JDBC	Client	iWD Data Mart database	tls	Configured via URL or JVM options or combination depending on database JDBC driver.
	JDBC	Client	ConfigServer database	tls	Configured via URL or JVM options or combination depending on database JDBC driver.
	REST	Client	iWD History Node	mutual	
	REST	Server	iWD Plug-in for GAX	mutual	
			LCA	no	LCA and product should be located on the same host, so TLS is not required.
	PSDK	Server	Message Server	mutual	Introduced in 9.0.005.
iWD History Node	PSDK	Client	Configuration Server	mutual	The Configuration Server auto-upgrade port should be used for TLS.
	JMS	Client	Interaction Server Event Log	mutual	
	Kafka	Client	Interaction Server Event Log	mutual	
	JDBC	Client	History Node database	tls	Configured via URL or JVM options or combination depending on database JDBC

iWD Component	Connection Type	Role	Connections	TLS Mode	Comments
					driver.
	REST	Server	iWD Data Mart and iWD Manager	mutual	
PSDK	Server	Message Server	mutual	Introduced in 9.0.005.	
Stat Server Extensions	JDBC	Client	iWD Data Mart database	tls	Configured via URL or JVM options or combination depending on database JDBC driver.
iWD GAX Plugin	JDBC	Client	Interaction Server DB	tls	Configured via URL or JVM options or combination depending on database JDBC driver.
	REST	Client	iWD Data Mart	mutual	
iWD Web	REST	Server	Web browser	mutual	
	PSDK	Client	Configuration Server	mutual	The Configuration Server auto-upgrade port should be used for TLS.
	PSDK	Client	Interaction Server	mutual	
	PSDK	Client	Message Server	mutual	
	REST	Client	WSCP	mutual	

Limitations

PEM and Windows (MSCAPI) certificates

iWD Manager, iWD Web, iWD Data Mart and iWD History Node REST APIs do not support PEM and Windows (MSCAPI) certificates. Data Mart and History Node are based on Dropwizard, which is Jetty-based. Dropwizard documentation refers to Jetty documentation which you can find at http://www.eclipse.org/jetty/documentation/current/configuring-ssl.html.

Jetty does not support PEM files directly, so when you get PEM certificates, you need to pack them into a keystore/truststore. There's more information at http://www.eclipse.org/jetty/documentation/

current/configuring-ssl.html#loading-keys-and-certificates

The iWD Manager and iWD Web REST server is based on Tomcat, which does not support PEM directly. There's more information at https://tomcat.apache.org/tomcat-8.5-doc/ssl-howto.html

Tomcat currently operates only on JKS, PKCS11 or PKCS12 format keystores.

iWD Stat Extensions shares database settings with Data Mart

iWD Stat Extensions has a limitation regarding TLS settings for JDBC connection. iWD Stat Extensions shares database settings with Data Mart. The Data Mart Stat Adapter job copies the JDBC URL from the Data Mart DAP to Stat Server options. So Stat Server must be configured in the same way as Data Mart.

- If Data Mart is set to use a TLS connection to the database via JVM arguments (the recommended way), then Stat Server must be provided with the corresponding JVM options and certificates.

- If Data Mart is set to use a TLS connection to the database via a JDBC URL which contains certificates and/or passwords, then Stat Server should be installed to the same host as Data Mart or use the same certificate paths and passwords.

iWD Manager and iWD Web client applications cannot be configured on HOST level

Client applications do not have a linked host value, so iWD cannot read host parameters while configuring such application connections. There are two client applications in iWD—iWD Manager and iWD Web— with connections to Configuration Server. These connections through the auto-upgrade port can be configured ONLY on the connection or the application level.

Mutual TLS for databases

Mutual TLS for databases is not supported.