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Genesys Interaction Recording Solution Guide

Installing

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Installing

To install Interaction Recording Web Services (RWS), first you need to set up the following two application objects it uses in the Genesys configuration environment:

- Cluster Application
- Node Application

If RWS is being deployed along with Web Services (GWS), then GWS must be installed first, and the Cluster Application created during the GWS installation is shared between both components.

Interaction Recording Web Services

Interaction Recording Web Services (RWS)

Creating the Application Templates

Using Genesys Administrator Extension, complete the steps below to create application templates to use for your IRWS_Cluster and IRWS_Node applications.

Start

1. To create the Genesys Generic Server template, navigate to **Configuration > Environment > Application Templates**.
2. Select **New...** and configure the properties of the template as shown below:
 - Name: IRWS_Cluster_Template
 - Type: Genesys Generic Server
 - Version: 8.5
 - State: Enabled
3. Click **Save & Close**.
4. To create the Genesys Generic Client template, select **New...** again and configure the properties of the template as shown below:
 - Name: IRWS_Node_Template
 - Type: Genesys Generic Client

- Version: 8.5
- State: Enabled

5. Click **Save & Close**.

End

Creating the IRWS Cluster Application

Start

1. Navigate to **Configuration > Environment > Applications** and click **New...**
2. In the **General** section, configure the properties of the application as shown below:
 - Name: IRWS_Cluster
 - Template: IRWS_Cluster_Template (this is the template you made in [Creating the Application Templates](#))
 - State: Enabled
 - Working Directory: .
 - Command Line: .
 - Command Line Arguments: .

Important

You need to add a "." to the Working Directory, Command Line, and Command Line Arguments fields, as shown above. These values are mandatory for all applications and must be entered to save the application object. Interaction Recording Web Services does not use these values, so the "." is used as a placeholder.

3. Choose a Host object. See [Create Host](#) in the *Management Framework Deployment Guide* for more information about Host objects.
4. Add the following connections:
 - Configuration Server (you can add CS Proxy using the `[csproxy].proxy-writable=true` option.)
 - **Interaction Server** (if supporting multimedia)
 - T-Server/SIP Server (when supporting voice)

Important

When working with dual data centers, RWS requires a connection to each Interaction Server Application Cluster (in both data centers), in order to provide support for disaster recovery with an Interaction Server between the data centers. Use the following application parameters to provide the connection between RWS and each Interaction Server Application Cluster:

- `siteName=DC1;clusterType=eservices #For DC1 Interaction Server`

Application cluster

- `siteName=DC2;clusterType=eservices` #For DC2 Interaction Server Application cluster

5. In the **Tenants** section, select a Tenant:

1. Click **Add**.
2. Choose the Environment tenant (or any other tenant that has a connection to your Configuration Server).
3. Click **OK**.

Important

This step is for adding a single tenant only. For information about multi-tenant deployments, see [Deploying Genesys Interaction Recording in a Multi-Tenant Deployment](#).

6. Add a default Listening Port:

1. Click **Add**.
2. Enter the application's Port. For instance 7000.
3. Click **OK**.

End

Creating the RWS Node Application

Start

1. Navigate to **Configuration > Environment > Applications** and click **New....**
2. In the **General** section, configure the properties of the application as shown below:
 - Name: IRWS_Node
 - Template: IRWS_Node_Template (this is the template you made in [Creating the Application Templates](#))
 - State: Enabled
3. Add the following connections:
 - Cluster application that was configured in the previous procedure.
4. Click **Save & Close**.

End

Interaction Recording Web Services with Web Services

Interaction Recording Web Services (RWS) with GWS

Creating the Application Template

Using Genesys Administrator Extension, complete the steps below to create an application template to use for your IRWS_Node applications.

Start

1. To create the Genesys Generic Client template, navigate to **Configuration > Environment > Application Templates**.
2. Select **New...** and configure the properties of the template as shown below:
 - Name: IRWS_Node_Template
 - Type: Genesys Generic Client
 - Version: 8.5
 - State: Enabled
3. Click **Save & Close**.

End

Creating the RWS Node Application

Start

1. Navigate to **Configuration > Environment > Applications** and click **New....**
2. In the **General** section, configure the properties of the application as shown below:
 - Name: IRWS_Node
 - Template: IRWS_Node_Template (this is the template you made in [Creating the Application Template](#))
 - State: Enabled
3. Add the following connections:
 - Cluster application that was configured as part of the GWS installation. For additional information, refer to the [Creating the Web Services \(WS\) Cluster Application](#) section.
4. Click **Save & Close**.

Installing

End

Next Step

- [Deploy the web application](#)