



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Genesys Interaction Recording Solution Guide

Deploying the Web Application

5/10/2025

Deploying the Web Application

The final deployment step is to install Interaction Recording Web Services as a service. Complete the following steps for each Interaction Recording Web Services node.

Deploy Using Red Hat Enterprise Linux 8/9

Start

1. Create a new folder on your Interaction Recording Web Services node. For example, **ir-web-services**. This is the home folder for the web application.
2. Copy the **gir.jar** file from the installation CD to your new Interaction Recording Web Services home folder.
3. Create a new folder **/usr/lib/systemd/system/gir.service.d**
4. Copy the following files to the specified folders on your Interaction Recording Web services host:
For Red Hat Enterprise Linux 8/9
 - **installation_CD/rhel/usr/lib/systemd/system/gir.service.d/gir.conf** to the folder **/usr/lib/systemd/system/gir.service.d**
 - **installation_CD/rhel/usr/lib/systemd/system/gir.service** to the folder **/usr/lib/systemd/system**
5. Create a new folder **/usr/libexec/initscripts/legacy-actions/gir**
6. Copy the following files to the specified folders on your host:
For Red Hat Enterprise Linux 8/9
 - **installation_CD/rhel/usr/bin/gir** to the folder **/usr/bin**
 - **installation_CD/rhel/usr/libexec/initscripts/legacy-actions/gir/config** to the folder **/usr/libexec/initscripts/legacy-actions/gir**
 - **installation_CD/rhel/usr/libexec/initscripts/legacy-actions/gir/version** to the folder **/usr/libexec/initscripts/legacy-actions/gir**
7. Open **/usr/lib/systemd/system/gir.service.d/gir.conf** on your host and update the following environment variables to values appropriate for your Interaction Recording Web Services node:
 - **WorkingDirectory**—The Interaction Recording Web Services home folder you created in Step 1.
 - **Environment=GIR_TEMP**—The location where you want Interaction Recording Web Services to store temp files.
 - **Environment=GIR_CONF**—The location where you want to store the Interaction Recording Web Services configuration files. If you do not specify a value for **GIR_CONF**, Interaction Recording Web Services uses **WorkingDirectory/config**.

Important

If you are installing RWS 8.5.205.10, ensure that the environment variable `Environment=GIR_CONF` is either specified as **RWS home folder/config** or not specified.

8. Create the `GIR_CONF` folder you specified in Step 7. If you didn't set `GIR_CONF`, create a folder called **config** in **WorkingDirectory**— for example, **ir-web-services/config**.
9. Create the following configuration files in the folder you created in Step 8. You can simply copy the files from **installation_CD/config-templates** and remove the **.sample** extension. You'll learn more about the settings in these files as you go through the configuration steps for Interaction Recording Web Services and its features later in this guide.
 - **application.yaml**
 - **hystrix.properties**
 - **logback.xml**

Important

Ensure that only a single copy of the **application.yaml** file is deployed across all the GIR file locations described above.

10. Create the user group **gir**.
11. Create the **gir** user in the **gir** user group and provide the user with ownership, and read and write permissions for the following folders:
 - The folders defined in the `WorkingDirectory`, `GIR_TEMP`, and `GIR_CONF` environment variables.
 - The folder defined in the path configuration item within the logging section in the **application.yaml** file (**/var/log/jetty9** by default).
12. Set executable permissions on:
 - **/usr/bin/gir**
 - **/usr/libexec/initscripts/legacy-actions/gir/config**
 - **/usr/libexec/initscripts/legacy-actions/gir/version**
13. Use the following commands to register the new service on your host:

```
systemctl daemon-reload
systemctl enable gir.service
```

End

Next Step

- [Configuring Interaction Recording Web Services](#)