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Genesys Interaction Recording Solution Guide

Starting and Testing

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Starting and Testing

Once you've installed and configured Interaction Recording Web Services, you're ready to start the individual nodes and confirm the service is working.

Starting the Interaction Recording Web Services Nodes

Complete the following steps for each Interaction Recording Web Services node, starting with the **syncNode**.

Important

Verify that the SR Service is active before an agent attempts to log into Workspace Web Edition (WWE).

To create the **ops** user and credentials in Cassandra and to enable the features in the Interaction Recording Web Services node, set the following parameters to true during the first Interaction Recording Web Services startup in the **application.yaml** file:

```
updateOnStartup  
opsCredentials: true  
features: true
```

RHEL 8/9

Start the RWS Service by entering the following command:
`sudo systemctl start gir`

Important

After Interaction Recording Web Services is started, you must change both options to false for production:

```
updateOnStartup  
opsCredentials: false  
features: false
```

Testing Interaction Recording Web Services

Complete the steps below to verify each Interaction Recording Web Services node is up and running.

Start

1. Type the following URL into a web browser:

`http://ws_host:ws_port/api/v2/diagnostics/version`

- *ws_host*—The host name or IP address for the Interaction Recording Web Services node.
- *ws_port*—The port for the Interaction Recording Web Services node.

For example, the URL might be `http://192.0.2.20:8080/api/v2/diagnostics/version`

If the request is successful, the version is printed in the browser:

```
{"statusCode":0,"version":"8.5.200.96"}
```

End

Next Step

- [Configure your required features](#)