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Web API Deployment Guide

Genesys Engage Digital (eServices) 8.5.0

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Table of Contents

Web API Server Deployment Guide	3
Environment	4
Deploy Genesys Web API Server on a Supported Web Application Server	5
Configuration	6
URL to Access Web Services	8

Web API Server Deployment Guide

Important

All APIs within Web API, including the existing Chat and Email APIs, are being consolidated under Genesys Mobile Services (GMS).

Please refer to Genesys Mobile Services documentation for more information:

- [Chat API Version 2](#)
- [Email API](#)

Genesys Mobile Services also contains the load balancing Chat Server N+1 feature of Web API Server.

Genesys recommends that all new installations of Genesys Chat or Email APIs use the Chat API Version 2 and Email API provided through Genesys Mobile Services.

For existing Web API Server customers, continue reading this page.

Overview

Welcome to the *Genesys Web API Server Deployment Guide*.

This document provides information about deploying and configuring Genesys Web API Server.

This document outlines the steps to deploy a functioning Web API Server application on different application servers.

Related Documentation

[Web API Server API Reference](#) API Guide for the Genesys Web API Server.

[Web API Server Developer Guide](#) Developer Guide for the Genesys Web API Server.

Environment

Supported Operating Systems

The Genesys Web API Server is supported on the following host operating systems:

- Windows Server 2008, 2012 - 64 bit
- AIX 7.1 - 64 bit
- Solaris 10 - 64 bit
- RHEL 6 - 64 bit
- New Windows Server 2012 - Hyper-V

Supported Web Application Servers

The Genesys Web API Server supports the following web application servers:

- Apache Tomcat 6, 7
- Jetty 8, 9
- Oracle Weblogic 12c R3
- IBM WebSphere 8.5

Java

The following version of Java is supported by the Genesys Web API Server:

- Version 1.7

Deploy Genesys Web API Server on a Supported Web Application Server

Important

This procedure assumes that you have installed and configured a web application server.

1. Unzip data.tar.gz (data.zip for Windows machines) to a directory we shall refer to as the \$UNZIP_DIRECTORY
2. Inside the \$UNZIP_DIRECTORY, there will be two (2) folders:
 - webapi contains the exploded war file; and
 - dist/ contains helper files
3. The WebAPIServer_850.apd template file is located in the /templates folder on the CD image. This is the template file that needs to be imported into **Configuration Server**. The WebAPIServer_850.xml template file is located in the /templates folder on the CD image. This is the template file that needs to be imported into **Genesys Administrator**.
4. Create an application in Configuration Manager using the imported template. Note the name of the application (APPLICATION_NAME).
5. Copy \$UNZIP_DIRECTORY/dist/messaging/webapimsg.lms to a directory accessible by the supported web application server process. Copy this location. Using either *Genesys Administrator* or *Configuration Manager*, navigate to the log section of the configuration options, create a new messagefile option if one does not exist, and set the value for this option to be the location you saved.
6. Deploy \$UNZIP_DIRECTORY/webapi as directed by instructions for your web application server. For example:
 - For Jetty, copy the directory to \$JETTY_INSTALL_PATH/webapps/
 - For Tomcat, copy the directory to \$TOMCAT_INSTALL_PATH/webapps/
 - For WebLogic, use the Administrative console and navigate to **Admin Home -> Deployments -> Install**
 - For WebSphere, use the Administrative console install wizard
7. In \$UNZIP_DIRECTORY/dist/conf, you will find the server-settings.yaml file. Copy this file to a location that can be accessible by the supported web application server process.
8. Modify the server-settings.yaml file by adding the appropriate host and port for your Configuration Server and the APPLICATION_NAME you noted in step 4.
9. Add this JVM parameter to tomcat: -Dconfig.file=path_to/server-settings.yaml (replace path_to/ server-settings.yaml with the file path to your server-settings.yaml file).
10. The API will be available at {APP_HOST}:{APP_PORT}/{context}/api/v2/chats.

Configuration

Overview

Once the Web API Server is installed, the application requires a system property called `config.file` to be available to the Java Virtual Machine and connections in Configuration server.

Config File

The `config.file` contains the absolute name of a file containing the required properties.

The file must be in YAML format and contains the following information:

- Configuration server hostname (`cmeHost`)
- Configuration server port number (`cmePort`)
- WebAPI application name on configuration server (`app`)

Example

Below is an example configuration file. For the purpose of this example, we will assume that the absolute name of the file is `/webapi/server-settings.yaml`.

```
cmeHost: ci-vm184
cmePort: 8888
app: esv_web_logic
```

One method to make a file available to the Java Virtual Machine is to pass the following parameter to the server launch script:

```
-Dconfig.file=/webapi/server-settings.yaml
```

Server specific ways to specify this property will be described in server specific sections.

Configuration Server Settings

The following must be configured using Configuration Manager or Genesys Administrator.

- Create a new Application object for the Web API Server. For example: `webapi_server`
- Create a connection to Email Server, Message Server, and SCS Server using default ports
- Connect to the Chat Server via the `webapi` port

Example

```
app: webapi_server  
cmeHost: ci-vm184  
cmePort: 8888
```

URL to Access Web Services

Overview

Once the Web API Server has been installed, you can access the various services by using the URLs described for each service.

Chat

The RESTful chat web services will be available at the following path:

`/api/v2/chats`

Depending on the context root, the final URL should look similar to these examples:

`http(s)://[host:port]/webapi/api/v2/chats` (if `webapi` is the context root)
`http(s)://[host:port]/api/v2/chats` (if `/` is the context root)

E-mail

The RESTful e-mail web services will be available at the following path:

`/api/v2/emails`

Depending on the context root, the final URL should look similar to these examples:

`http(s)://[host:port]/webapi/api/v2/emails` (if `webapi` is the context root)
`http(s)://[host:port]/api/v2/emails` (if `/` is the context root)