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eServices Deployment Guide

Transport Layer Security

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Transport Layer Security

eServices 8.5 supports Transport Layer Security (TLS) protocol to secure data exchange between components. The following tables list various component connections and indicates whether the specific connection supports TLS. In these tables, the components listed in the first column are connecting to the components that are listed in the top row.

Further information on using TLS is available as follows:

- Refer to the [Genesys Security Deployment Guide](#) for information about how to configure TLS for eServices components.
- For detailed information on using TLS with UCS and UCS clients, see the "TLS" section of the [Security and Authentication](#) page of the Context Services User's Guide.
- UCS, E-mail Server, and UCS Manager use Genesys Platform SDK to implement TLS connectivity. Refer to the [Using and Configuring Security Providers](#) page of the Platform SDK Developer's Guide for detailed configuration of TLS providers, as well as recommended Java versions for TLS on Windows.

Important

When configuring secured connections for Interaction Server on Unix platforms, you must

- Use Genesys Security Pack on UNIX 8.5.x.x or later.
- Set the environment variable GCTI_SECPACK_USE_MTCB to 1.

TLS Support 1

TLS Support 1 Connections

Connection	Config Server	Config Server Proxy	Solution Control Server	Message Server	Interaction Server	Universal Contact Server
Interaction Server	Yes	Yes	N/A	Yes	Yes	Yes
Interaction Server	Yes	Yes	N/A	Yes	Yes	N/A

Connection	Config Server	Config Server Proxy	Solution Control Server	Message Server	Interaction Server	Universal Contact Server
Proxy						
Universal Contact Server	Yes	Yes	N/A	Yes	N/A	
Universal Contact Server Proxy	Yes	Yes	N/A	Yes	N/A	Yes
E-mail Server	Yes	Yes	N/A	Yes	Yes	Yes
Chat Server	Yes	Yes	N/A	Yes	Yes	Yes
SMS Server	Yes	Yes	Yes	Yes	Yes	N/A
Social Messaging Server	Yes	Yes	N/A	Yes	Yes	Yes
Classification Server	Yes	Yes	N/A	No	N/A	No
Web API Java	Yes	Yes	Yes	No	Yes	Yes
Web API .NET	Yes	Yes	Yes	No	Yes	Yes

TLS Support 2

TLS Support 2 Connections

TLS Support 2

Connection	E-mail Server	Chat Server	SMS Server	Social Messaging Server	Classification Server
Interaction Server	Yes	Yes	Yes	Yes	No
Universal Contact Server	N/A	N/A	N/A	N/A	N/A
Universal	N/A	N/A	N/A	N/A	N/A

Connection	E-mail Server	Chat Server	SMS Server	Social Messaging Server	Classification Server
Contact Server Proxy					
E-mail Server		N/A	N/A	N/A	N/A
Chat Server	N/A		N/A	N/A	N/A
SMS Server	N/A	Yes		N/A	N/A
Social Messaging Server	N/A	Yes	N/A		N/A
Classification Server	N/A	N/A	N/A	N/A	
Web API Java	Yes	Yes	N/A	N/A	N/A
Web API .NET	Yes	Yes	N/A	N/A	N/A

TLS Support 3

TLS Support 3 Connections

Connection	Web API Java	Web API .NET	DB Server	Universal Routing Server	Stat Server
Interaction Server	N/A	N/A	Yes	N/A	Yes
Universal Contact Server	N/A	N/A	N/A	N/A. (See Configuring TLS for Oracle Database connections from UCS release 8.5.300.11.	No
Universal Contact Server Proxy	N/A	N/A	N/A	N/A	N/A
E-mail Server	N/A	N/A	N/A	N/A	N/A
Chat Server	N/A	N/A	N/A	N/A	N/A
SMS Server	N/A	N/A	N/A	N/A	N/A
Social	N/A	N/A	N/A	N/A	N/A

Connection	Web API Java	Web API .NET	DB Server	Universal Routing Server	Stat Server
Messaging Server					
Classification Server	N/A	N/A	N/A	N/A	N/A
Web API Java			N/A	N/A	Yes
Web API .NET			N/A	N/A	Yes

Important

Training Server does not support the TLS connection type. Stat Server and Universal Routing Server support TLS with their connections to Interaction Server. Universal Contact Server Proxy supports TLS with its connection to Universal Contact Server. No other connections to eServices components are supported by UCS Proxy.