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Deployment Guide

cobrowse Section

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Contents

- 1 cobrowse Section
 - 1.1 url
 - 1.2 secureUrl
 - 1.3 useSecureConnection
 - 1.4 disableCertificateValidation
 - 1.5 useBrowserLogging

Important

The options below provide configuration for the Co-browse Plug-in for Interaction Workspace. To use these options, you must add them to the cobrowse section of your Interaction Workspace application in Genesys Administrator.

url

Default Value: None

Valid Values: Valid HTTP URL

Changes Take Effect: After Interaction Workspace restart

Specifies the HTTP URL (such as `http://[host]:[port]/cobrowse`) of the Co-browse cluster. Typically, this value is the URL for the load balancer.

secureUrl

Default Value: None

Valid Values: Valid HTTPS URL

Changes Take Effect: After Interaction Workspace restart

Specifies the HTTPS URL (such as `https://[host]:[port]/cobrowse`) of the Co-browse cluster. Typically, this value is the URL for the load balancer.

useSecureConnection

Default Value: false

Valid Values: true, false

Changes Take Effect: After Interaction Workspace restart

Specifies the connection type for the connection between the Interaction Workspace and the Co-browse Server.

disableCertificateValidation

Default Value: false

Valid Values: true, false

Changes Take Effect: After Interaction Workspace restart

Disables certificate validation for the connection between Interaction Workspace and the Co-browse Server.

useBrowserLogging

Default Value: false

Valid Values: true, false

Changes Take Effect: After Interaction Workspace restart

Enables the embedded Internet Explorer (slave web UI) logs to redirect into the Interaction Workspace log.