Deployment Guide

Install Genesys Co-browse Server

12/16/2025

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Contents

> **Important**
>
> Starting in 9.0.005.15, Cassandra support is deprecated in Genesys Co-browse and Redis is the default database for new customers. Support for Cassandra will be discontinued in a later release.

Creating the Co-browse Server Application Object in Genesys Administrator

Overview

Co-browse 8.5.001+ introduced a new cluster configuration, which includes cluster and node Application objects. In the steps below, you create multiple Co-browse Server Application nodes, each with unique configuration, and unite them under a common configuration in the Cluster Application object:

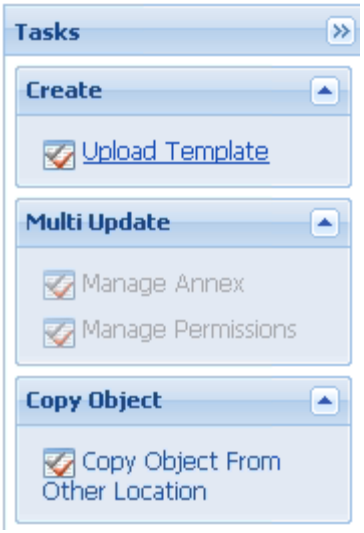
- Importing the Application Templates
- Creating the Co-browse Cluster Application
- Creating the Co-browse Node Application

Importing the Application Templates

To support this new configuration, you must first import two application templates, one for the node and one for the cluster.

Start

1. Open Genesys Administrator and navigate to **PROVISIONING > Environment > Application Templates**.
2. In the **Create** menu of the **Tasks** panel, click the **Upload Template** link.



Upload Template link in the Tasks panel

3. When the dialog box appears, Click **Add** to choose the application template (APD) file to import.
4. Choose the **Co-browse_Cluster_900.apd** file in the **templates** directory of your installation CD. The **New Application Template** panel opens.
5. Click **Save & Close**.
6. Complete the same import steps for the *Node Application Template* by importing the **Co-browse_Node_900.apd** file in the **templates** directory of your installation CD.

End

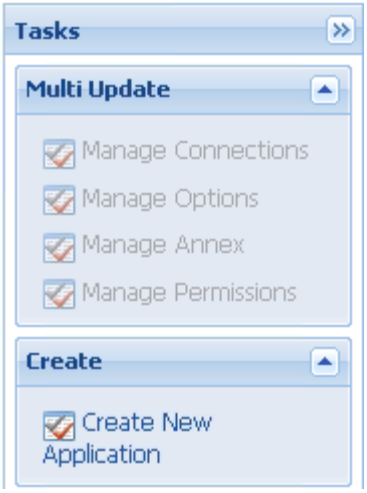
Creating the Co-browse Cluster Application

Prerequisites

- You completed Importing the Application Templates.

Start

1. Open Genesys Administrator and navigate to **PROVISIONING > Environment > Applications**.
2. In the **Create** menu of the **Tasks** panel, click the **Create New Application** link.



Create New Application link.

3. In the **Select Application Template** panel, click **Browse for Template** and select the Co-browse Cluster template you previously imported. Click **OK**.
4. The template appears in the **Select Application Template** panel. Click **Next**.
5. In the **Select Metadata File** panel, click **Browse** and select the **Co-browse_Cluster_900.xml** file. Click **Open**.
6. The metadata file appears in the **Select Metadata File** panel. Click **Next**.
7. In **Specify Application parameters**:
   - Enter a name for your application—for example, `Co-browse_Cluster`.
   - Enable the State.
   - Select the host of the Co-browse Server. Co-browse does not actually use this value for the Cluster Application, so you can specify any host.
   - Click **Create**.
8. The **Results** panel opens. Enable **Open the Application details form after clicking Finish** and click **Finish**. The Co-browse Cluster Application form opens to the **Configuration** tab.
9. Create any necessary connections to other Genesys servers. For example:
   - Primary Configuration Server
   - Primary Message Server
10. In the **Server Info** section, add the **Default Listening Port**. Co-browse does not use this value for the Cluster Application, so you can specify any port.
11. Make sure the **Working Directory** and **Command Line** fields are set to `.` (period).
12. In the **Options** tab, set the following configuration options:

> **Important**
>
> Application Node configuration has priority over Application Cluster Configuration. If you configure an option in both the Application Node and Application Cluster objects with different values, Co-browse uses the Application Node value.

- In the redis section, set the Redis configuration options.
- In the cluster section: Set the **url** option to the HTTP(S) Co-browse load balancer. For example:

  ```
  https://<LB_host>:<LB_port>/cobrowse
  ```

  > **Important**
  >
  > The **url** option is mandatory and you must configure this option to properly set up a Co-browse Server cluster. Be careful not to confuse the **url** option with the **serverUrl** option which is not mandatory.

13. Set additional options according to your needs. See Configuration Options for details.
14. Click **Save & Close**. The **Confirm** dialog displays the following message:

    The host and/or port(s) of the application will be changed. Do you want to continue?

    Click **Yes**.

End

Creating the Co-browse Node Application

Prerequisites

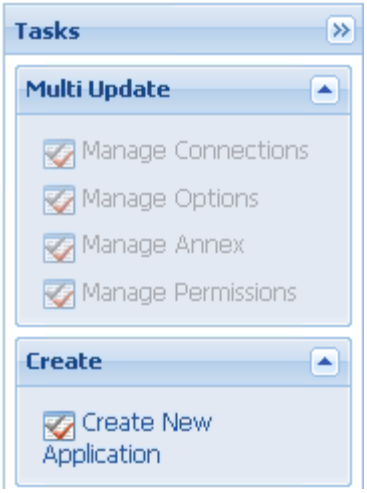
- You completed Importing the Application Templates.
- You completed Creating the Co-browse Cluster Application.

Complete the following steps for *each* Co-browse Node Application in your cluster.

Start

1. Open Genesys Administrator and navigate to **PROVISIONING > Environment > Hosts**.
2. Click **New...** and create the **Host** object where the Co-browse Node will run.
3. Navigate to **PROVISIONING > Environment > Applications**.

   In the **Create** menu of the **Tasks** panel, click **Create New Application**.



Create New Application link.

4. In the **Select Application Template** panel, click **Browse for Template** and select the Co-browse *Node* template you previously imported. Click **OK**.
5. The template appears in the **Select Application Template** panel. Click **Next**.
6. In the **Select Metadata file** panel, click **Browse** and select the **Co-browse_Node_900.xml** file. Click **Open**.
7. The metadata file appears in the **Select Metadata File** panel. Click **Next**.
8. In **Specify Application Parameters**:
   - Enter a name for your application—for instance, `Co-browse_Node`.
   - Enable the **State**.
   - Select the **Host** you created in Step 2. This is the host where the Co-browse Server will reside.
   - Click **Create**.
9. The Results panel opens
   Enable **Open the Application details form after clicking 'Finish'** and click **Finish**. The Co-browse Node Application form opens to the **Configuration** tab.
10. Create a connection to the Co-browse Cluster Application you previously created and set the **ID** to `default`.
11. In the **Server Info** section, add the **Default Listening Port**. Set **Connection Protocol** to `http` and **Listening Mode** to `unsecured`.
12. If you intend to use https, add the **https port**. Set **Connection Protocol** to `https` and **Listening Mode** to `secured`.
13. Make sure the **Working Directory** and **Command Line** fields are set to `.` (period). Co-browse automatically populates these fields during installation.
14. In the **Options** tab, set the following configuration options:

> **Important**
>
> Application Node configuration has priority over Application Cluster Configuration. If you configure an option in both the Application Node and Application Cluster objects with different values, Co-browse uses the Application Node value.

15. Set any other options according to your needs. See Configuration Options for details.
16. Click **Save & Close**. The **Confirm** dialog displays the following message:
    The host and/or port(s) of the application will be changed. Do you want to continue?
    Click **Yes**.

End

Next Steps

- You can now install the Co-browse Server as described in Installing the Co-browse Server.

Installing the Co-browse Server

With basic Configuration Server details in place, you can now complete the installation process.

> **Important**
>
> Genesys does not recommend installation of its components using a Microsoft Remote Desktop connection. You should perform the installation locally.

Prerequisites: You completed Creating the Co-browse Server Application Object in Genesys Administrator.

Start

> **Important**
>
> For Windows: Make sure JAVA_HOME system variable exists and points to JDK 8, JRE 8, or OpenJDK 8 installation folder (starting from Co-browse Server 9.0.005.49).

1. In your installation package, locate and run the setup application for your platform as specified below:
   - Linux: **install.sh**
   - Windows: **setup.exe**

   The Install Shield opens to a welcome screen.

2. Click **Next**. The **Connection Parameters to the Configuration Server** screen appears.
3. Under **Host**, specify the host name and port number of your Configuration Server. This value should be the same as the main listening port in the **Server Info** tab of your Configuration Server.
4. Under **User**, enter the user name and password to log in to Configuration Server.
5. Click **Next**. The **Select Application** screen appears.
6. Select the Co-browse Server Application you are installing. The **Application Properties** area shows the **Type**, **Host**, **Working Directory**, **Command Line executable**, and **Command Line Arguments** information previously entered in the **Server Info** and **Start Info** tabs of the selected Application object.
7. Click **Next**. The **Choose Destination Location** screen appears.
8. Under **Destination Folder**, keep the default value or click browse to set the installation location.

> ### Important
> Genesys highly recommends that you specify the full path, without spaces, to the Co-browse Server application during the installation process, if you need to install the application into a non-system disk (like **D:** or **E:** and so on).

9. Click **Next**. The **Backup Configuration Server Parameters** screen appears.
10. Under **Host**, specify the host name and the port number where the Backup Configuration Server is running.
11. Click **Next**. The **Ready to Install** screen appears.
12. Click **Install**. When The Genesys Installation Wizard finishes installing Co-browse Server, the **Installation Complete** screen appears.
13. Click **Finish** to complete your installation of Co-browse Server.

End

Next Steps

- Complete the configuration of the Co-browse Server Application, as described in Configuring the Co-browse Server.

Configuring the Co-browse Server

Complete the steps below to configure the Co-browse Server application in Genesys Administrator. This procedure only covers a few of the mandatory options. Most options can be left at their default values.

Prerequisites: Creating the Co-browse Server Application Object in Genesys Administrator.

Start

1. Open Genesys Administrator and navigate to **PROVISIONING > Environment > Applications**.
2. Select the Co-browse *Cluster* Application you previously created.
3. In the **Options** tab, locate the **session** section and update the following options:
   - **domRetrictionsURL**—a URL that points to the XML file that contains DOM restrictions. By default, all **Submit** buttons are disabled for the agent. For information about customizing this XML file, see DOM Restrictions
4. Configure the options **allowedOrigins** in the **cross-origin** section, and **allowedExternalDomains** in the **http-proxy** section. You must configure these options in order to control which websites can access your Co-browse server and which external resources Co-browse server may proxy.
5. If you deploy Co-browse Server to an environment where the Internet is accessed using a forward proxy (for example, DMZ or local intranet), configure the options in the **forward-proxy** section.
6. **Save & Close** your Co-browse Cluster Application and open the Co-browse Node Application that you previously created.
7. Configure the options in the **log** section. These options are standard Genesys log options. For details, refer to the Management Framework 8.5 Configuration Options Reference Manual
8. If you use Genesys Workspace Web Edition, configure the **serverUrl** option in the **cluster** secion.
9. Click **Save & Close**.

End

Next Steps

- Install the Genesys Co-browse Plug-in for Workspace Desktop Edition
- Configure Genesys Workspace Web Edition to Work with Co-browse