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Deployment Guide

Installing and Deploying Genesys Co-browse

12/14/2025

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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.

Important

Genesys recommends that you first install Co-browse in a test environment. This will allow you to customize and test Co-browse before moving it to your production environment.

Objective	Related procedures and actions
1. Prepare your deployment.	Review: <ul style="list-style-type: none">• Related Components• Sizing Information• Redis Prerequisite
2. Install Genesys Co-browse Server.	See Install Genesys Co-browse Server for details.
3. Install the related plug-in for Workspace Desktop Edition.	Install the Genesys Co-browse Plug-in for Workspace Desktop Edition. See Install the Genesys Co-browse Plug-in for Workspace Desktop Edition . Optional: Configure token-based agent authentication .
4. If you are using Genesys Workspace Web Edition, configure it to work with Co-browse.	See Configure Genesys Workspace Web Edition to Work with Co-browse for configuration details.
5. Load the certificate and private keys into the Java and Jetty keystores.	See Loading Certificate for SSL for details.
6. Configure allowedOrigins and allowedExternalDomains .	As a security best practice, configure the allowedOrigins and allowedExternalDomains options to control which websites can access your Co-browse server and which external resources Co-browse server may proxy. Additionally, consider configuring the

Objective	Related procedures and actions
	allowedThirdPartyDomains option to control which third-party iframes agents can view.
7. Add the Co-browse JavaScript snippet to your website.	See Website Instrumentation for details.
8. Configure a cluster of Co-browse servers.	See Configure a Cluster of Co-browse Servers for details.
9. Start and stop Genesys Co-browse Server.	See Start and Stop Genesys Co-browse Server for details.
10. Import the reporting templates.	You can use the provided Genesys Co-browse Sample Reporting Templates for real-time and historical reporting. See Genesys Co-browse Reporting Templates for details.
11. Test and troubleshoot.	Complete the procedures on the Testing and Troubleshooting the Co-browse Solution page to ensure that your Co-browse solution is properly configured. This page also provides solutions to common problems that you might encounter while testing the Co-browse solution.