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Deployment Guide

Configure a Cluster of Co-browse Servers

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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.

Genesys Co-browse supports load balancing using **Stickiness**.

Load balancing is enabled by configuring a cluster of Co-browse Servers.

Complete the following steps to implement load balancing:

1. Set up 2 or more Co-browse Server nodes

Tip

To determine the how many nodes your Co-browse cluster needs, use the **Genesys Co-browse Sizing Calculator**.

You must set up a cluster of Co-browse Nodes to enable load balancing. To do this, complete the procedures to create Application objects for a Co-browse Cluster and Co-browse Nodes. Follow the installation steps outlined in the **Creating the Co-browse Server Application Object in Genesys Administrator** section.

2. Configure the load balancer

See **Configuring a Load Balancer for Co-browse Cluster** for details about configuring the load balancer and sample configurations for **Nginx** and **Apache**.

Tip

In Co-browse 8.5.002+, the Agent side uses the **cluster URL** while the end user (Customer) side uses the URL in the **Website Instrumentation**. You can have two load balancers, an internal load

balancer for agents which you specify in the **cluster URL** option and a public load balancer for end users to use in the JS instrumentation. Depending on your infrastructure's setup, two load balancers may benefit traffic.

3. Modify the website instrumentation

You must modify the URLs in your Co-browse instrumentation scripts to point to your configured load balancer. See **Website Instrumentation** for details about modifying the script.

Important

Starting with Co-browse 8.5.002+, the consumer (Customer) side always uses the URL in the JS instrumentation for css-proxy and url-proxy.

If you are using the Co-Browse proxy to instrument your site, you will need to modify the URLs in the in proxy's `map.xml` file. See **Test with the Co-browse Proxy** for details about modifying the xml file.

Warning

The Co-browse proxy should only be used in a lab environment, not in production.

4. Modify the Agent side and controller configuration

Configure the Co-browse Server applications

- Modify the `url` option in the `cluster` **section** of your Co-browse Cluster application.

See the `cluster` **section** for details.

Tip

In Co-browse 8.5.002+, the Agent side uses the **cluster URL** while the end user (Customer) side uses the URL in the **Website Instrumentation**. You can have two load balancers, an internal load balancer for agents which you specify in the **cluster URL** option and a public load balancer for end users to use in the JS instrumentation. Depending on your infrastructure's setup, two load balancers may benefit traffic.

You must also set up a similar configuration for the Genesys Co-browse Plug-in for Workspace Desktop Edition. To support this, you might consider setting up two load balancers:

- public — This load balancer should have a limited set of Co-browse resources. For example, it should not include session history resources.
- private — This load balancer should have all Co-browse resources and it should be placed in the network so that it is accessible only from the corporate intranet. It should only be used for internal applications, such as Workspace Desktop Edition.

Complete the procedure below to configure the plug-in to support the Co-browse cluster:

Configure the Co-browse Plug-in for Workspace Desktop Edition

See [Configuring Workspace Desktop Edition to allow the Plug-in to work with co-browsing](#).

5. Configure Genesys Workspace Web Edition

If you use Workspace Web Edition on the agent side, you must configure it to work with Co-browse. For instructions, see [Configure Genesys Workspace Web Edition to Work with Co-browse](#).

6. Launch and test

To test your set-up, create a Co-browse session, join it as an agent and do some co-browsing. If you can do this, your configuration was successful.

End of procedure