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# Deployment Guide

Install Genesys Co-browse Server

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# Install Genesys Co-browse Server

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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.

## 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:

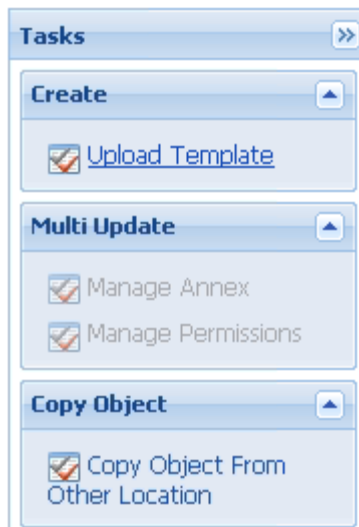
- [Importing the Application Templates](#)
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### Importing the Application Templates

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**

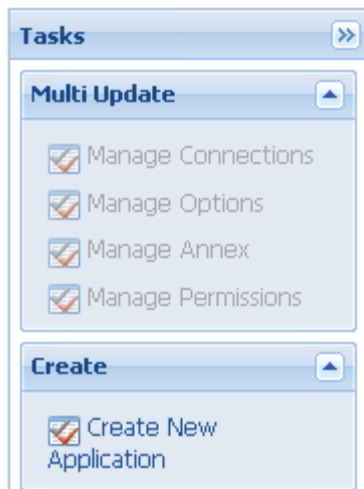
## Creating the Co-browse Cluster Application

### 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

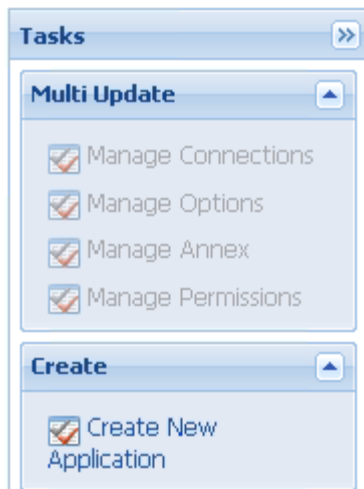
- You completed **Importing the Application Templates**.
- You completed **Creating the Co-browse Cluster Application**.

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** section.
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](#)