Deployment Guide

Prerequisites

12/15/2025

Prerequisites

Contents

Hardware Requirements

See Sizing for details.

OS Requirements

See the Operating Systems section of the Genesys Web Engagement page in the *Genesys Supported Operating Environment Reference Guide* for more information on supported operating systems.

Browser Support

Web Browsers

See the Browsers section of the Genesys Web Engagement page in the *Genesys Supported Operating Environment Reference Guide* for supported browsers.

The following previously supported browsers, although tested, have been discontinued and are no longer supported by Genesys:

- Safari 3 and 5
- Firefox 3, 4, and all non-ESR versions
- Internet Explorer 7, 8, 9, and 10

Mobile Browsers

- iOS Safari
- Android Chrome

Java Requirements

For Java prerequisites, see the Prerequisites section of the Genesys Web Engagement page in the *Genesys Supported Operating Environment Reference Guide* for more detailed information and a list of all prerequisites.

DB Layer Components

Starting with GWE 8.5.2, all database layer components must be external: Cassandra, Elasticsearch, and Kibana (optionally, if you are using GWE reporting).

Component Name	Compliant Version
Cassandra	3.11
Elasticsearch	6.8
Kibana (optional, to support GWE reporting)	6.8.1

Genesys Environment

In addition to having a Genesys Management Framework environment installed and running, the following table lists the **mandatory** Genesys components that are used with a Genesys Web Engagement installation.

Mandatory Components

Component Name	Minimum Compliant Version
Orchestration Server	8.1.300.55
Stat Server	8.5.000.17
Interaction Server	8.5.100.18
Configuration Server (for UTF-8 support)	8.1.200.17
Genesys Widgets	9.0.014.04

Note: Web Engagement supports a connection to the Interaction Server Proxy as an alternative to a direct connection to Interaction Server.

Components for Application Development

The following components are mandatory to create customized Genesys Web Engagement applications:

Component Name	Minimum Compliant Version	Details
Genesys Rules Authoring Tool	8.5.303.16	You must create a user with Roles Privileges that enable the creation of Rules package in Genesys Rules Authoring. See Role-Based Access Control in the Genesys Rules System Deployment Guide.
Genesys Rules Development Tool	8.1.400.05	This component must be deployed as Composer plug-in or independently in Eclipse; make

Component Name	Minimum Compliant Version	Details
		sure that settings are correct for Configuration Server and Repository Server, as detailed in Installing the GRDT Component in the Genesys Rules System Deployment Guide.
Composer	8.1.430.03	Mandatory to publish the Web Engagement rules template. This component can also be used to update or deploy routing and engagement strategies.
Genesys Administrator	8.1.300.02	Used when provisioning Web Engagement, particularly when defining roles.

Components for Interaction Management

Component Name	Workspace Desktop Edition Plug-in Version	Minimum Compliant Version
Workspace Desktop Edition	8.5.200.02	8.5.124.05

Additional Components (Optional)

Component Name	Minimum Compliant Version
CCPulse+	8.0.000.36
Pulse	9.0.000.02
Chat Server	8.1.001.41