Web Services and Applications Deployment Guide

Initialize Redis

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Web Services and Applications uses Redis to store transient data about agent sessions and interactions. Redis doesn't need any special initialization steps. However, in this article you can review the following tables to understand the hardware requirements of Redis for different environments.

Development environment

Requirement	Description
Redis Version	7.2 (Note: Previous releases of GWS 8.6 required Redis 6)
Cluster Setup	Optional
Hardware Requirements	Moderate resources, such as 1-2 CPU cores, 1-2 GB RAM.
Networking	Localhost or internal network access.
Persistence	Optional but can be disabled for faster development iterations.
Security	Basic authentication and authorization mechanisms may be implemented.
High Availability	Not critical in development, single-instance setup is acceptable.
Scalability	Scaling considerations not a priority, single-instance setup is sufficient.

Production environment

For production environments, each data center should have the following setup:

Requirements	Description
Redis Version	7.2 (Note: Previous releases of GWS 8.6 required Redis 6)
Cluster Setup	Yes >= 3 Master nodes (Must be an odd number of nodes)
Replicas	1 Per Node
Hardware Requirements	4 cores, 4 or 8 GB RAM.
Networking	Accessible within the data center network, firewall rules configured as per security policies.
Persistence	Recommended for data durability, using either RDB snapshots or AOF logs.

Requirements	Description
Security	Robust authentication and authorization mechanisms in place, SSL/TLS encryption for data in transit.
High Availability	Setup with master-slave replication for failover in case of node failure.
Scalability	Ability to scale horizontally by adding more Redis instances or vertically by upgrading hardware resources.