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Web Services and Applications Deployment Guide

Deploying Agent Desktop

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Deploying Agent Desktop

For large deployments which require increased stability, the static web-based Agent Desktop UI content can be deployed directly on a load balancer. The same content is part of the API v2 service deployment.

Installing Agent Desktop

1. Download the RPM Package to the target installation server.
2. Install Agent Desktop. You can either run a basic installation or custom installation, their respective commands follow:
 - If you want to run the basic installation, that is, installing the service in a default location, run the following command:

```
rpm -ivh gws-agent-desktop-<version>-1.x86_64.rpm
```

Running the above command installs the service in the default location: **/opt/genesys/gws-agent-desktop**. During installation, a default user and a group named **genesys** are created if it doesn't already exist and the ownership of the folder **/opt/genesys/gws-agent-desktop** is assigned to the newly created default user and group.
 - If you want to install the service in a custom location, run the following command with the `--prefix` option as shown below:

```
rpm -ivh gws-agent-desktop-<version>-1.x86_64.rpm --prefix <custom_location>
```

For example, to install the service in the path **/user/share**, the sample command will be:

```
rpm -ivh gws-agent-desktop-<version>-1.x86_64.rpm --prefix /user/share
```

Updating load balancer configuration

Configure your load balancer to use the locally installed UI content. UI content is identified by the URL path: **/ui/ad/***