# Web Services and Applications Deployment Guide

Prerequisites

5/8/2025

# Prerequisites

## Contents

To work with Web Services and Applications, your system must meet the software and browser requirements established in the Genesys Supported Operating Environment Reference Guide, and meet the following minimum requirements.

> ### Important
> In multi-tenant Configuration Server deployments, Web Services and Applications support only one tenant that contains all configuration data.

# Server Requirements

## OS requirements

- Red Hat Enterprise Linux, version 8
- Red Hat Enterprise Linux, version 9
- glibc(x86-64) >= 2.17
- libtool-ltdl(x86-64) >= 2.4.6
- libgcc(x86-64) >= 8.5.0

## Java requirements

- Genesys Web Services and Applications version 8.6+ requires Java 17. You can download and install Java using Java 17 64bit for Linux. For more information, refer to the Java documentation.

## Database requirements

- Elasticsearch 8
- Redis 7.2 (Note: Previous releases of GWS 8.6 required Redis 6)
- PostgreSQL 13/14 or MSSQL 2019 or Oracle 19C (Only required if Web Services and Applications stores persistent data)
- Configuration Database or Configuration Database Replica: PostgreSQL 13/14 or MSSQL 2019 or Oracle 19C

**Note**: A Platform Service-only deployment does not require Redis, Elasticsearch, or a SQL database for GWS persistent data.

## Jetty requirements

- Jetty 12 is now embedded in the Web Services and Applications installation. Note: Previous releases of GWS 8.6 included Jetty 11.

# Browser support

> **Important**
>
> Genesys recommends to use the latest release of each browser. However, Genesys will review and address the issues reported in the N-1 versions of the browsers.

### Workspace Web Edition

Workspace Web Edition supports the following browsers:

- Google Chrome
- Firefox
- Microsoft Edge Chromium

### Gplus Adapter for Salesforce

- Google Chrome
- Firefox

# Client Workstation Requirements

The following table shows the recommended hardware requirements for the client workstations.

**Recommended Hardware Requirements - Client Workstation**

| Processor | Memory | Hard Drive | Graphic Card | Network |
|---|---|---|---|---|
| Intel Core 2 Duo CPU 2.8 GHz | 4 GB | 200 MB | DirectX 9.0+ | xDSL / LAN |

**NOTE:** 8 GB of RAM is recommended when non-Genesys applications are being run concurrently, or to improve performance.

## Next step

* Installing Web Services and Applications