GENESYS™

Web Services and Applications Deployment Guide

Starting and testing

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Contents

After you install and configure Web Services, you should start the nodes in the following order:

1. Start the statNode, if deployed.
2. Start the remaining nodes.

Starting Web Services nodes

Starting GWS Platform Service

Start the GWS Platform Service by running the following command: `systemctl start gws-service-platform`

Review the status of the service by running the following command: `systemctl status gws-service-platform`

Starting GWS API Service

Start the GWS API service, if deployed, by running the following command: `systemctl start gws-api-v2`

Review the status of the service by running the following command: `systemctl status gws-api-v2`

Testing Web Services

Complete the steps below to verify each Web Services node is up and running.

1. Type the following URL into a web browser:
   `http://ws_host:ws_port/api/v2/diagnostics/version`

   - *ws_host* — The host name or IP address for the Web Services node.
   - *ws_port* — The port for the Web Services node.

   For example, the URL might be `http://192.0.2.20:8080/api/v2/diagnostics/version`

   If the request is successful, the version is printed in the browser:

   ```
   {"statusCode":0,"build-info":{"name":"cloud-
   web","time":1706590922.271000000,"version":"8.6.000.00.000","group":"com.genesys.gws","artifact":"cloud-
   web"}}
   ```

Testing Workspace Web Edition

Complete the following steps for each Web Services node to confirm that Workspace Web Edition is working.

1. Launch Workspace Web Edition by navigating to `http://ws_host:ws_port/ui/ad/v1/index.html` in a web browser.

   - *ws_host* — The host name or IP address for the Web Services node.

   - *ws_port* — The port for the Web Services node.

   For example, the URL might be `http://192.0.2.20:8080/ui/ad/v1/index.html`

2. Enter the credentials for a WWE agent, see Setting Up Agents On The System. Note that the user must be of the agent type.

3. After clicking **Log In**, Workspace Web Edition displays the agent desktop view and the agent is ready to work.

Testing Gplus Adapter for Salesforce

Complete the following steps for each Web Services node to confirm that Gplus Adapter for Salesforce is working.

1. Launch Gplus Adapter for Salesforce by navigating to `http://ws_host:ws_port/ui/crm-adapter/index.html` in a web browser.

   - *ws_host* — The host name or IP address for the Web Services node.

   - *ws_port* — The port for the Web Services node.

   For example, the URL might be `http://192.0.2.20:8080/ui/crm-adapter/index.html`

2. Enter the credentials for any of the previously created agents. Note that the user must be of the agent type.

3. After clicking **Log In**, Gplus Adapter for Salesforce displays in the web browser. For details about how to deploy the adapter in Salesforce, see Gplus Adapter for Salesforce in this guide.