



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

Workspace Desktop Edition Deployment Guide

Client-side Port Security

5/11/2025

Client-side Port Security

Use the [Procedure: Enabling client-side port definition](#) to define the access ports for each application to which Interaction Workspace connects to ensure the security of the system. This feature is configured partially on Framework Configuration Server and partially on the Interaction Workspace application in Genesys Administrator. The *Client-Side Port Definition* chapter of the *Genesys 8.0 Security Deployment Guide* provides detailed information on client-side port definition



Note: When you set the client-side port for the connection to Configuration Server, ensure that you use the `Interaction_Workspace_802.apd` template; do not use the `Interaction_Workspace_AgentDesktop_802.apd` template. If a connection to at least one back-end server is configured with an explicit client-side port, after exiting, the agent must wait for a system timeout before they are able to initialize Interaction Workspace application again. The timeout is positioned at the Windows OS level through the following registry key: `TcpTimedWaitDelay`. This is a system level limitation.