Workspace Desktop Edition Deployment Guide

Deployment procedures

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Deployment procedures

This chapter provides the procedures that are required to install and deploy Workspace in a Genesys 8 environment.

The following task table provides an overview of how to set up your Genesys 8 Configuration Layer for Workspace, install and deploy Workspace, and perform additional (optional) installations.

Refer to *Genesys Administrator Extension Help* and *Genesys Security Guide* for detailed information on how to use Genesys Administrator Extension and Management Framework to configure access permissions.

Preparing the Configuration Layer and Installing Workspace

Objective	Related procedures and actions
1. Configuring the Workspace Application Object	• Installing Workspace Deployment Package on the Windows operating system • Using Genesys Administrator Extension to set up the Workspace application • (Optional) Enabling client-side port definition
2. (Optional) Deploying The ClickOnce Application On Your Web Server. Choose this option if you want to deploy Workspace as a ClickOnce application.	1. Deploying the Workspace downloadable package (ClickOnce) on your web server 2. Configuring Apache to enable the ClickOnce package 3. Configuration verification--Testing the client 4. (Optional) Installing the Workspace SIP Endpoint 5. (Optional) Install Language Packs for Workspace
3. (Optional) Installing The Workspace Developer Toolkit. Choose this option if you want to deploy the Workspace developer package.	1. Installing Workspace Customization on the Windows operating system 2. (Optional) Installing the Workspace SIP Endpoint 3. (Optional) Install Language Packs for Workspace
4. (Optional) Installing The Workspace Application. Choose this option if you want to deploy a non-ClickOnce version of Workspace.	1. Installing the Workspace application on a client desktop 2. (Optional) Installing the Workspace SIP Endpoint 3. (Optional) Installing Plug-ins for Workspace 4. (Optional) Install Language Packs for Workspace