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iWD Deployment Guide

Installing Runtime Node

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Installing Runtime Node

This section describes the procedures that are used to install iWD Runtime Node.

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Prerequisites=

Prerequisites

The iWD Runtime Node must be installed as a standalone Java application server before it can run iWD services. When deploying services for multiple solutions, each solution should have its own dedicated runtime node.

- The environment meets the requirements that are described in Installation Prerequisites.
- The iWD DVD.

|< Procedure=

Procedure

1. Log into Genesys Administrator Extension.
2. In GAX, create a new Database Access Point with type jdbc.
3. Manually install the application:
 - On Windows—Locate and double-click **setup.exe** in the iWD Runtime Node directory of the iWD DVD.
 - On UNIX—As the iWD Runtime Node user, browse to the **install** directory and enter **./install.sh**.
4. Navigate to **Configuration > Environment > Applications** and review the Runtime Node application settings (which you have just set via the wizard).
5. The following changes might be required on the **General** tab:
 - a. For Linux, change the **Working Directory** to <iWD Runtime node installation directory> .
 - b. For Linux, change the **Command Line** to **./iWD_Runtime.sh**.
 - c. For Linux, change the **Command Line Arguments** to
`-h cfgServerHost -p cfgServerPort -app iWDRuntimeNodeAppl`
where:
 - `cfgServerHost` is the host DNS name or IP where Configuration Server is running;
 - `cfgServerPort` is the port of Configuration Server;

- `iWDRuntimeNodeAppl` is the IWD Runtime Node application name (which must not contain spaces).
- d. **Certificate**—The security certificate value. In Windows, select the certificate value from the list of installed certificates. In UNIX, enter the full path to the `<serial_#>_<host_name>_cert.pem` file.
 - e. **Certificate Description**—An optional description of the Certificate.
 - f. **Certificate Key**—The full path to the `<serial_#>_<host_name>_priv_key.pem` file of the security certificate key. This field is used only if Genesys Security is deployed on UNIX; otherwise this field is empty.
 - g. **State Enabled**—If selected, indicates that the object is in regular operating condition and can be used without any restrictions.
 - h. **Login As Account**—Select a user account that has full access to the relevant Tenant.
6. On the **Connections** tab, add a connection to Interaction Server, Message Server and iWD Data Mart DAP.
 7. In the Message Server DAP you will need to set the following fields to enable the Data Mart Load Config job to connect to Message Server:

	DB Info Tab -> DBMS Name	DB Info Tab -> Database Name
MSSQL	The database server name.	The message server database name.
Oracle		The message server database SID.
DB2	The message server database name.	The database server name.

8. Ignore the **Options** tab.
9. Click **Save** to save the Application object.
10. Optionally, for UNIX, you can configure iWD Runtime Node as a UNIX service. For this you need to update:
 - `IWD_USER`
 - `CS_HOST`
 - `CS_PORT`
 - `DM_APPL`

in the `iWD_Data_Mart_Service_Script.sh` and add this script to the Services configuration.

| -| Create the Data Mart Database=

Create the Data Mart Database

Important

If you will be using the Genesys Interactive Insights for iWD product for historical reporting based on the iWD Data Mart, you must enable several aggregates that are not enabled by default. Please see the “Reading iWD Aggregation” section of the Interactive Insights 8.1 Deployment Guide.

This is a general procedure. Work with your enterprise’s database administrator to follow the specific procedure that is required by your database management system and your enterprise policies.

Prerequisites

- iWD Runtime Node must be installed

Procedure

1. Ensure that the database server is running.
2. Log on to the database server’s administrative interface (such as Oracle Enterprise Manager).
3. Create a new database user account (for example, `iwddatamartuser`).
4. Create a new database (for example, `iwddatamartdb`).
5. Ensure that there is a user, who has access to the Data Mart database, who has the following permissions:
 - CREATE TABLE
 - CREAT INDEX
 - CREATE VIEW
 - CREATE TRIGGER (Oracle)
 - CREATE SEQUENCE (Oracle)
- The iWD Data Mart database will be initialized automatically the first time the Database Service and Kettle ETL Service are started. If the Database Service’s `AutoSynchronize` option is selected, this initialization is automatic, and the Database Service will also check for updates to the iWD Data Mart database whenever a new version of iWD Data Mart is installed. The `AutoSynchronize` option will also initialize ETL plug-ins.

[-] Add/Remove a Dedicated Message Server for iWD GAX Plug-in=

Add/Remove a Dedicated Message Server for iWD GAX Plug-in

By default iWD GAX Plug-in uses GAX Message Server for auditing. However, as the amount of audit message data generated by other Genesys applications can be huge, for better Data Mart performance Genesys highly recommends configuring a Message Server dedicated to iWD.

Prerequisites

- iWD Runtime Node must be installed.
- A Message Server dedicated to iWD is installed, configured to work with the database, and running.

Important

The Message Server dedicated to iWD needs to use the database server Database Access Point (DAP)

- A corresponding Message Server application is created and configured in the Genesys configuration environment.
- All audit events from GAX's Message Server are processed by iWD Data Mart—for example, no modifications of either Capture Points or Business Structure have taken place since Data Mart's last successful Load Config job.
- No Data Mart jobs are running.
- iWD Runtime Node is stopped.

Add a Message Server dedicated to iWD

1. Navigate to **Configuration > Applications**.
2. Select the GAX application (of type Genesys Administrator Server).
3. Click on the **Connections** tab to open it.
4. Verify that only GAX's Message Server is displayed.
5. Click the **Add** button.
6. For the **Server**, choose the Message Server dedicated to iWD.
7. Click **OK** to add the new Message Server to the GAX application and close the window.
8. Verify that the newly added Message Server is on the list in the **Connections** tab.
9. Click **Save**.
10. Navigate to **Configuration > Applications**.

11. Select the Message Server dedicated to iWD.
12. On the **Application Options** tab, add the role key in the **GAX** section with value of datamart.
13. Click **Save**.
14. Navigate to **Configuration > Applications**.
15. Select GAX's Message Server.
16. On the **Application Options** tab, add role key in the **GAX** section with value of gax.
17. Navigate to **Configuration > Applications**.
18. Select the iWD Runtime Node application.
19. Click on the **Connections** tab to open it.
20. Verify that only Message Server dedicated to iWD is displayed. If not then remove other Message Servers (check the check box next to the Message Server and click **Remove**.)
21. If Message Server dedicated to iWD is not added than:
 - Click the **Add** button.
 - For the Server, choose the Message Server dedicated to iWD.
 - Click **OK** to add the new Message Server to the GAX application and close the window.
22. Click **Save**.

Remove a Message Server dedicated to iWD

1. Navigate to **Configuration > Applications**.
2. Select the GAX application (of type Genesys Administrator Server).
3. Click on the **Connections** tab to open it.
4. Verify that there are two Message Servers—one for GAX and one for iWD.
5. Check the check box next to the iWD Message Server and click **Remove**.
6. Click **Save**.
7. Configure GAX's Message Server according to **GAX Configuring the Auditing Feature** (new document).
 - Navigate to **Configuration > Applications**.
 - Select GAX's Message Server.
 - On the **Application Options** tab, remove role key in the **GAX** section with value of gax.
 - Click **Save**.
8. Navigate to **Configuration > Applications**.
9. Select the iWD Runtime Node application
10. Click on the **Connections** tab to open it.
11. Remove Message Server dedicated to iWD

Installing Runtime Node

- Check the check box next to the Message Server and click **Remove**.
12. Add GAX's Message Server.
 - Click the **Add** button.
 - For the Server, choose the GAX's Message Server.
 - Click **OK** to add the GAX's Message Server to the iWD Node application and close the window.
 13. Click **Save**.

Post-procedure steps

1. Restart GAX.
2. Start iWD Runtime Node.