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iWD Deployment Guide

New Features by Release

4/9/2025

New Features by Release

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Changes in this Document

- Genesys recommends configuring a separate Message Server for the iWD GAX Plug-in to prevent log files becoming excessively large. See **Adding/Removing a Dedicated Message Server for iWD GAX Plug-in**.
 - New **Troubleshooting** topics.
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New in 8.5.0

Re-architecting of IWD

Most of the deployment and configuration of iWD is now carried out using new components and interfaces. Some of the effects of this change are:

- Standardization of many of the procedures involved with deployment and configuration, using new components as well as a refreshed iWD Manager component.
- A completely new user configuration interface based on the Genesys Administrator Extension (GAX) plug-in.
- Removal of support for configuration using the Genesys Configuration Manager client.

The changes are detailed as follows:

- iWD is now deployed by means of a new GAX Automatic Service Deployment (ASD) plug-in component called iWD Setup Utility.
 - iWD configuration is now performed via Genesys Administrator Extension (GAX) and a new iWD GAX plug-in component. Specifically, the following aspects that were previously carried out in iWD Manager have now moved:
 - Tenant profile (to GAX)
 - Lookup tables (to iWD GAX Plugin)
 - Services (to iWD GAX Plugin)
 - Generic capture point (to GAX)
 - Data Mart Services (to iWD GAX Plugin)
 - Departments and processes (to iWD GAX Plugin)
 - Audit history (to a centralized log database)
 - Security policy (to Genesys Administrator, using Role-Based Access Control (RBAC))
 - The IWD Data Mart Services view is now replaced by a GAX dashboard monitoring the state of the Data Mart node.
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- Data Mart can now run as a standalone Java module and is now managed directly using Solution Control Server.
- The modules and components mechanism is removed from iWD Manager.
- The Business Context Management Service (BCMS) functionality is moved to the Genesys Rules Engine.
- IWD Manager is now used primarily for task management and monitoring using the Global Task List.
- Support for legacy capture points is removed.

Deployment/Configuration Using Genesys Administrator Extension

- Support for configuration using the Genesys Configuration Manager client is withdrawn in release 8.5.0.
- You must use Genesys Administrator Extension (GAX) together with the iWD GAX Plugin component for deployment and configuration in release 8.5.0.

High Availability

- Support for Unresponsive Process Detection in iWD Runtime Node

Additional Database Server Support

- Support for SQL Server Cluster 2008
- Support for MS SQL Server 2012
- Support for MS SQL Server 2012 Cluster

Additional Platform Support

- Support for Windows Server 2012 64-bit native
- Support for Red Hat Enterprise Linux 6.0 64-bit native

Additional Virtualization Platform Support

- Support for Windows 2012 Server Hyper-V

Additional Servlet Support

- Support for Java 7 SE bundle
- Support for Java 7 EE bundle

Additional Servlet Engines

- Support for Websphere 8.5

Additional Browser Support

- Support for Google Chrome
- Support for Internet Explorer 10 and 11
- Support for Firefox 24ESR

Discontinued Support

- Internet Explorer 7
- Firefox 3, 4
- MySQL - all versions
- Oracle 10g and 10g RAC
- IBM AIX 5.3
- MS Windows Server 2003
- Red Hat Enterprise Linux 4
- Solaris/SPARC version 9
- WebSphere Application Server 6