



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.

iWD Deployment Guide

intelligent Workload Distribution 8.5 Deployment Guide

5/4/2025

intelligent Workload Distribution 8.5 Deployment Guide

Welcome to the *intelligent Workload Distribution 8.5 Deployment Guide*. This document describes how to install and configure intelligent Workload Distribution (iWD). This document is valid for 8.5.0 releases of this product.

This document is primarily intended for IT staff who are responsible for iWD installation and configuration and business analysts who are responsible for department and process configuration. It has been written with the assumption that you have a basic understanding of:

- The workflow concepts as implemented in the various enterprise source systems (for example, business process management (BPM) systems, host systems, CRM systems, and so on) from which iWD solution will capture tasks.
- Network design and operation.
- Your own network configurations.

Overview

New in Release 8.5.0

Systems, Platforms and Compatibilities

iWD Solution Architecture for 8.5.0

Migration to 8.5.0

Installation Overview

Deployment Overview

Installation Phase Overview

System Configuration Overview

Business Logic Overview

Installation 1

Prepare for Installation - UPDATED

Interaction Server Configuration

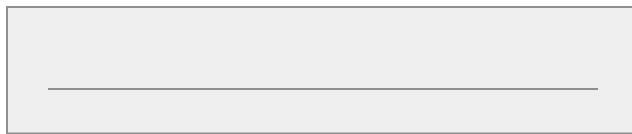
**Installing/Removing iWD GAX Plug-ins-
UPDATED**

Installation 2

Creating the (Tenant and) Solution in GAX
Plug-in

Working with Integrated Capture Points

iWD Setup Utility

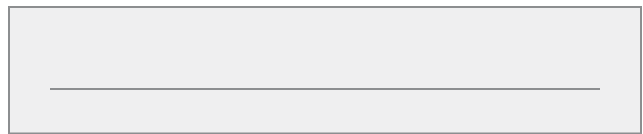


Troubleshooting

Troubleshooting - NEW

Support for RHEL 64-bit Platforms - NEW

Blocked Lookup Tables - NEW



Configuration

iWD Manager Configuration

Roles and Privileges in GAX

iWD GAX Plug-in Configuration

iWD Services

iWD Reporting

Further Configuration

Customer and Partner Translation

High Availability - UPDATED