iWD Deployment Guide

High Availability

12/18/2025

High Availability

High Availability for iWD Components

The Interaction Server Integrated Capture Points support warm standby. For more information about this support, see the **eServices Multi-tenancy and Load Balancing Guide**.

The iWD Manager and iWD Runtime Node components support only single node deployments.

Configuring a GRE Cluster

Please refer to the **Genesys Rules System Deployment Guide** for information about how to configure a cluster of rules engines to provide a load-balanced solution.