



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

Preparing for Installation

12/18/2025

# Preparing for Installation

## Installation Prerequisites

## Installation Prerequisites

- iWD 8.5.0 requires Genesys Administrator Extension version 8.5.000.47 or later.
- iWD 8.5.1 requires Genesys Administrator Extension 8.5.200.12 or later.
- iWD 8.5.104 further requires Eclipse in order to use the Composer version of the iWD BP.
- iWD 8.5.106 further requires ORS 8.1.400.48 to utilize the improvements in the iWD BP for Composer/ORS.
- Tomcat web application server must be stopped. Stopping is optional for WebSphere Application Server.
- A supported web application server, such as Tomcat or WebSphere, must be installed on the computer(s) on which iWD will be installed. For production deployments, install the iWD web applications and the Genesys Rules System web applications on separate instances of the application server.
- A supported database server must be installed, with the database created and accessible for both the iWD Data Mart and the iWD configuration database.
- The following are required:
  - OpenJRE 7 for Linux
  - IBM JDK 7 for Websphere
  - IBM JDK 6 or 7 for AIX
  - Oracle JRE 7 for Windows. Please see <http://www.oracle.com/technetwork/java/javase/downloads/index.html> and should be moved to Windows bullet.
- For customers using Tomcat, Genesys only supports Java JDK 7—Java 6 is no longer supported. Java SDK can be downloaded from <http://java.sun.com/javase/downloads/index.jsp>
- Microsoft C++ Redistributable 2010 package is required for iWD Runtime Node to start correctly.

### Important

Refer to the Genesys Supported Operating Environment Reference Manual for supported platforms, Java application servers and database servers.

### Support for RHEL 64-bit Platforms

Installers support installation of Red Hat Linux 64-bit platforms only when RHEL standard compatibility packs for 32-bit platforms have been installed. These packages have generic names like:

- `compat-glibc*`
- `compat-libstdc++*`
- `libstdc++*`

You might also need to ensure that the `JAVA_HOME` variable points to the correct JDK.

### iWD DVD

This DVD contains the following components:

- iWD Runtime Node—Runs scheduled iWD Data Mart services.
- iWD Manager—A graphical user interface (GUI). iWD Manager is used for real-time management of tasks. In 8.5.0+ it also contains iWD Setup Utility, which is an XML file containing iWD-specific configuration and setup information.
- iWD GAX Plugin—Business configuration of the iWD solution.
- iWD Stat Extensions—Stat Server Java Extensions that provide Stat Server clients, such as CCPulse+, the ability to request and display current-day statistics from iWD's Data Mart.
- iWD Web—A web-based, easy-to-deploy workload management solution.

### Configuration of Application Servers

It is necessary to configure your application server to successfully run iWD and the Genesys Rules System. Apache Tomcat and IBM WebSphere are supported.

#### Important

For production deployments, install the iWD web applications and the Genesys Rules System web applications as separate application server instances, for improved scalability and memory management.

### Installing on Tomcat

---

## Installing on Tomcat

If Tomcat is running as Windows service:

Add the following Java options to the Tomcat service configuration:

```
-XX:MaxPermSize=128m
```

```
-Dcom.genesyslab.platform.commons.connection.factory.class=com.  
genesyslab.platform.commons.connection.impl.netty.NettyConnectionFactory
```

For iWD Manager, configure the initial and maximum memory pools to 256 and 1536 megabytes.

If Tomcat is running as Windows console application:

Add the following to the `setenv.bat` file:

```
set JAVA_OPTS=-XX:MaxPermSize=128m -Xms256M -Xmx1536M  
-Dcom.genesyslab.platform.commons.connection.factory.class=com.  
genesyslab.platform.commons.connection.impl.netty.NettyConnectionFactory
```

On UNIX machines:

Edit the `setenv.sh` file and add the following:

```
export JAVA_OPTS="-XX:MaxPermSize=128m -Xms256M -Xmx1536M  
-Dcom.genesyslab.platform.commons.connection.factory.class=com.  
genesyslab.platform.commons.connection.impl.netty.NettyConnectionFactory
```

`setenv.sh` and `setenv.bat` files:

By default, `setenv.sh` and `setenv.bat` files are not present after the installation of Tomcat, so you need to create them manually under the `Tomcat_installation/bin` directory and correctly configure the access rights on UNIX machines properly for these files.

## Installing on WebSphere

---

### Installing on WebSphere

1. Log in to the WebSphere Integrated Solution Console.
2. Select Servers > Application Servers and select a server from the list.
3. Then continue to > Server Infrastructure, Java and Process Management > Process Definition > Java Virtual Machine.
4. In Generic JVM Arguments, add these settings, if not present: `-XX:MaxPermSize=128m`  
`-Dcom.genesyslab.platform.commons.connection.factory.class=com.genesyslab.platform.commons.connection.impl.netty.NettyConnectionFactory`
5. Configure the initial and maximum heap size, using the same guidelines as for Tomcat.
6. If installing on WebSphere 7.0 or later, add this Generic JVM parameter:  
`-Dorg.ajax4jsf.cache.CacheFactory=org.ajax4jsf.cache.OSCacheCacheFactory`
7. Restart the application server.

### Installing as Standalone Application

### Installing as Standalone Application

An embedded webserver can also be deployed as a standalone application. In this case it would not need any other application servers such as Tomcat or WebSphere.

### On Windows

To deploy on Windows, find the following files:

- `JavaServerStarter.exe`—This is the executable binary that is used in Windows service definition and is used to launch the application defined in the `JavaServerStarter.ini` file.
- `JavaServerStarter.ini`—This is a configuration file that allows you to define the application and its starting options. Because iWD depends on Java you can define Java options here. For example;

```
[Service]
AppTitle="Genesys iWD Data Mart"
AppVersion=8.5.106.04
JVMPath=JRE_PATH\bin\server\jvm.dll
MainClass=evo/main/NodeLauncher
EventHandlerMethod=stopNode
```

```
[JavaArgs]
-Xms256m
-Xmx1536m
-XX:MaxPermSize=128m
```

```
[Djava.class.path]  
iwd_node.jar
```

## On UNIX

On UNIX there are no JavaServerStarter files. The application uses a regular script, for example; `iwd_runtime.sh`, where Java with its optional arguments is explicitly called. Then you can simply use following example:

```
JAVA_JRE -XX:MaxPermSize=128m -Xms256M -Xmx1536M -host Configuration Server Host -port  
Configuration Server Port -app Application_Name
```

### Important

Since support for the 64-bit UNIX was added, you can define more than 1.5GB for the Xmx parameter. For example, Genesys recommends **12GB** for the Runtime Node application.