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iWD Deployment Guide

Creating and Configuring iWD Web in GAX

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Creating iWD Web Application

1. Create a new iWD Web application (iWD Web app_8.5.aaa.bb_xxyyyzzz) based on the `idwebapp` template.

Important

This should be of type `ThirdPartyApplication`.

Configuring iWD Web Server Application

1. Open the iWD Web Server Application which was created during installation process.
2. Add Interaction Server and Message Server to its **Connections** tab.

Important

iWD Web supports HA Configuration Server deployment. Primary config server must be up & running when iWD Web is starting. Later failover may encounter.

Important

iWD Web supports HA Interaction Server deployment. For default profile HA for Interaction Server API client is supported. For `wscp` profile HA for capture point is not supported.

Important

iWD Web supports HA Message Server deployment.

3. Make sure that the correct tenant is added to the **Tenants** tab.
4. Configure the application details on the **Options** tab:
 - a. Configure the **boot** section:

- i. Set the `boot:iwdweb.config_server.client_app_name` property to the same as the iWD Web Application name (iWD Web app_8.5.aaa.bb_xxyyyzzz)

Important

This is a ThirdPartyApplication type. If this application doesn't already exist, you must create it.

- ii. Set profile parameter in the `spring.profiles.active` option.
You can select either the default value `default` or `wscp` to determine how iWD Web will interact with Interaction Server:
 - `default` configures iWD Web to interact directly via the Genesys PSDK and Interaction Server API client. This is the default value.
 - `wscp` configures iWD Web to interact with Interaction Server through a Web Service Capture Point (already embedded in Interaction Server).

For the **Security** profile, you must use the default value `form-login` value to ensure Spring security supports authentication against Configuration Server using username/password credentials entered on a login form and to enable CSRF protection. This Security profile is also set by Spring Boot's `spring.profiles.active` option which should look like this with default values configured:

```
boot:spring.profiles.active: default,form-login
```

This means form login username/password authentication and direct connection via Interaction Server API.

- iii. Configure any other iWD Web properties as required. See [here](#) for more details.
- b. If you selected `default` in the previous step:
 - i. Set the `inx:solution_id (runtime_id) (SLT1)`.
 - ii. Set the `inx:capture_point_id` property. Use the iWD Web Capture Point name `iWD_Web_WSCP`.
 - iii. `inx:department_id`, `inx:process_id` may be used to set default values for Department and Process.
 - iv. Configure any other required properties.