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iWD Deployment Guide

Migration to Interaction Server 9.0.x

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Prerequisites

Follow the recommendations provided in [Recommendation Guide for Upgrading Interaction Server 8.5.x to 9.0.x](#) for the Migration of the Interaction Server. Once the upgrade is done, a new Application Object for Interaction Server will be available in the Configuration Server.

General Migration Procedure

Perform the below steps to complete the migration process for the new Interaction Server Application Object:

1. GRS: [Creating the Connection to Interaction Server](#)
2. iWD Manager: [Application object configuration](#)
3. For each [Integrated Capture Point](#), change its connection to the new Interaction Server
4. For each solution in your Business Structure, update the [Integrated Capture Point](#)