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iWD Deployment Guide

Preparing for Installation

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Contents

- 1 Preparing for Installation
 - 1.1 Prerequisites
 - 1.2 Support for RHEL 64-bit Platforms
 - 1.3 Java configuration
 - 1.4 iWD DVD
 - 1.5 Installing as Standalone Application

Preparing for Installation

Important

- In release 9.0, all iWD components operate as standalone components.
- JDBC drivers provided along with IPs (iWD History Node, iWD Datamart and iWD SSJE) are only for sample purposes. Customers must provide appropriate JDBC drivers for iWD History Node, iWD Datamart, iWD SSJE and GAX (for iWD Plugin for GAX).
- iWD does not support UCS 9.x.

Prerequisites

Software Environment

- From release 9.0.2, iWD requires:
 - Eclipse in order to use the Composer version of the iWD BP.
 - ActiveMQ installation with appropriate driver (see [Installation Phase Overview](#)).
- For the new iWD Manager user interface, these are the minimum browser requirements (Genesys strongly recommends latest versions at all times):
 - Google Chrome (40+)
 - Mozilla Firefox (52+)
 - Microsoft Internet Explorer 11+
 - Apple Safari 9+
- For production deployments, install the Genesys Rules System web applications on a separate instance 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 History Node database. Since connection to these databases will be made via JDBC make sure to have in possession suitable JDBC drivers for your database of choice.

Important

From release 9.0, Java 6 and 7 are no longer supported. Refer to the [iWD page in the Genesys Supported Operating Environment Reference Manual](#) for supported platforms and database servers.

Genesys Components

Warning

iWD components are provided with UTF-8 encoding enabled by the default. If your environment is not configured for Unicode support and no non-Latin characters are expected in it, then remove encoding arguments from the startup scripts of iWD components after their installation.

The following procedure applies for iWD Manager, iWD History Node and iWD Runtime Node:

1. Under your installation folder, locate the **JavaServerStarter.ini** file (for Windows) or the **iwd_<component_name>.sh** file (for Linux, <component_name> is either manager, history or runtime for the corresponding component).
2. Remove the **-Dfile.encoding=UTF-8** part from the **[JavaArgs]** section (for Windows) or from **JAVA_OPTS** (for Linux).

For iWD Manager only, also add the following Java options under the same location as described above to avoid possible localization issues:

- **-Duser.language=en**
- **-Duser.region=EN**

However if non-Latin characters are expected, then refer to the following links for more details on how to apply Unicode support:

- [Management Framework](#)
- [Interaction Server](#)

For instance, Transport Protocol Parameter **string-attributes-encoding** should be passed in the connection to Configuration Server for non-UTF-8 data processing by iWD components. You can find more details in the links above.

Components List (minimum)

- Management Framework—8.5.1
- Interaction Server—
 - 8.5.110 for releases of iWD up to 9.0.008.xx.
 - 8.5.3+ for releases of iWD from 9.0.009.23 onwards. DB Server connection is not supported: an ODBC connection must be used.
- Universal Routing Server—8.1.400
- Orchestration Server—8.1.400.48
- Universal Contact Server—8.5.300.09 (Note: iWD does not support UCS 9.x.)
- Genesys Rules Engine—8.5.302

- Genesys Rules Authoring Tool—8.5.302
- GAX:
 - 8.5.250.11 for releases of iWD GAX Plug-in up to and including 9.0.002.20.
 - 8.5.270.06 for iWD GAX Plug-in 9.0.003.07.
 - 8.5.280.06 for releases of iWD GAX Plug-in from 9.0.004 up to and including 9.0.017.01.
 - 9.0.103.05 for releases of iWD GAX Plug-in from 9.0.017.10 onwards.

Important

iWD GAX Plug-in 9.0.016 does not support versions of GAX higher than 9.0.101.29.

- Stat Server 8.5.107
- Pulse 9.0.0

Support for RHEL 64-bit Platforms

Installers support installation on Red Hat Linux 64-bit platforms but require additional packages to be installed:

- `libnsl.so.1`

Prior to iWD version 9.0.020.13, installers required standard compatibility packs for 32-bit platforms. These packages have generic names like:

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

Java configuration

Depending on what version of Java will be used to run iWD components, you need to set different environment variables:

- For Oracle JDK 8 and OpenJDK 8, set **JRE_HOME**.
- For OpenJDK 11, set **JAVA_HOME**.

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.
- iWD History Node—Reporting data source for iWD Data Mart and iWD Manager .
- 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.

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 as Standalone Application

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=9.0.000.xx
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 the following example:

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

Important

On 64-bit platforms, you can define more than 1.5GB for the `Xmx` parameter. For example, Genesys recommends **12GB** for the Runtime Node application.