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iWD Deployment Guide

Installation

12/16/2025

Installation

Task Summary: Installing iWD 9.0

The following table outlines the task flow for installing iWD 9.0. The procedures referenced in this table provide instructions about installing iWD components on Windows hosts. See **Preparing for Installation** for software prerequisites.

Installing iWD 9.0

| Objective | Related procedures and actions |
|---|--|
| 1. Prepare for installation and review prerequisites. | Ensure that your environment meets the prerequisites. Ensure that the required CDs are available. See Preparing for Installation . |
| 2. Install Interaction Server. | Genesys recommends that you use the latest version of Interaction Server that is included with iWD. If your environment does not have an instance of Interaction Server installed already (such as for an eServices solution), you must install one. See Install Interaction Server . |
| 3. Install Genesys Administrator Extension (GAX). | If it is not already installed, you must install GAX. |
| 4. (Recommended) Upload the iWD Installation Packages in GAX. | Genesys recommends that you upload all the iWD installation packages (IPs) in GAX. See Uploading IPs Using GAX . Alternatively, you can do this on a component-by-component basis, in which case the templates must be uploaded separately. |
| 5. Install the iWD GAX Plugin. | In Genesys Administrator Extension, install the iWD GAX Plugin component, which is required to complete iWD configuration. See Install iWD GAX Plugin . |
| 6. Install the Genesys Rules System. | Complete steps 1 to 6 (only) in the Task Summary: Installing Genesys Rules System section of the <i>Genesys Rules System 8.5 Deployment Guide</i> . Note: Step 7 in the Task Summary is about defining the business structure, which is performed in the iWD GAX Plugin. |
| 7. Install iWD History Node. | See Install iWD History Node . |
| 8. Install iWD Runtime Node. | Install Runtime Node and associate a Person account to the iWD Runtime Node application. Install Runtime Node . |
| 9. Install iWD Manager. | See Install iWD Manager . |

| Objective | Related procedures and actions |
|--|---|
| 10. Create an iWD Tenant in GAX. | See Creating a Tenant in GAX . |
| 11. Create an iWD Business Solution in the iWD GAX Plug-in. | See Create an iWD Business Solution in the iWD GAX Plug-in . |
| 12. Configure the necessary Integrated Capture Points for use with iWD. | For background on Capture Points, see eServices Integrated Capture Points Guide . For iWD-specific details, see Capture Point Details . |
| 13. Configure the various mandatory configuration objects manually . | |
| 14. Install iWD Stat Server Extensions. | See Installing the iWD Stat Extensions . |
| 15. Configure logging for iWD Manager and iWD Runtime Node. | See Logging . |
| 16. Update the Interaction Server database. | See Working with Task Attributes . |
| 17. Configure remaining iWD services and objects. | See the iWD GAX Plug-in Help topics . |
| 18. Optional: Configure iWD Reporting. | See iWD Reporting for details on configuring CCPulse+ for iWD and creating CCPulse+ templates. |
| 19. Optional: Configure Multiple Business Processes if required. | See Configuring Multiple Business Processes for details on how to clone the iWD Business Process to create new business processes with custom queue names. |
| 20. Optional: Configure the system to start/stop application server service through Genesys Solution Control Interface (SCI) or Genesys Administrator. | |
| 21. Optional: Install and configure iWD Web. | iWD Web allows you to upload tasks to INX/iWD directly from spreadsheets. See Installing iWD Web for details. |