GENESYS™

iWD Deployment Guide

Installation Phase Overview

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Definitions

Installation results in a fully functional iWD Manager application and prepared iWD Runtime Node, iWD History Node and iWD Stat Server Java Extensions (iWD SSJE). Almost all the configuration is carried out using the Genesys Administrator Extension (GAX) component and the iWD Plug-in for GAX component (from now on referred to as iWD GAX Plugin).

The iWD Runtime Node is a container in which iWD Data Mart is packaged.

The iWD History Node utilizes Interaction Server's ability to provide EventLog data via either Kafka or Java Messaging Service (JMS) queue to filter uninteresting records before they enter the database. It also splits the source datastream into separate tables, one for Data Mart and one for the Global Task List.

The iWD SSJE provides real-time statistics aggregated in the iWD Data Mart.

The installation phase requires knowledge of the system infrastructure in which iWD is being deployed, such as Java web application server and database configuration. This phase is typically implemented by IT personnel.

iWD installation consists of three steps:

- Configuration of either Kafka or JMS
- Preparing databases
- Installing applications

Configuration of either Kafka or JMS

Kafka

Genesys recommends using Kafka for Event Logging purposes. No additional libraries are needed for iWD History Node to operate. The Kafka broker itself however is not supplied in iWD software distribution, so it is your responsibility to obtain and install Kafka.

JMS

Neither JMS broker nor JMS driver is supplied in the iWD software distribution. Make sure that you have installed a suitable driver for the JMS queue. A list of supported JMS brokers is in the Genesys Supported Operating Environment Guide.

> ### Important

> The JMS queue driver must be placed in the History Node installation directory:
>
> `{INSTALLATION DIR}/lib`

> ### Important
> The JMS URL configured in Interaction Server must have following option:
>
> `jms.redeliveryPolicy.maximumRedeliveries=-1`
>
> Example URL:
>
> `tcp://jmshost:61616?jms.redeliveryPolicy.maximumRedeliveries=-1`

Preparing Databases

A basic iWD deployment uses three operational databases:

- Genesys Rules System (GRS) rule repository—GRS stores business rule templates and business rules. For more information, see the Genesys Rules System 8.5 Deployment Guide.

- Interaction Server databases—Interaction Server database stores iWD tasks. Make sure that you have installed and configured the Interaction Server and its associated databases, as described in the *eServices Deployment Guide*.

- History Node database—The History Node database stores a filtered subset of iWD events. Only sample JDBC drivers are supplied in the iWD software distribution. Make sure that you have installed and configured a suitable database and JDBC driver for it.

JDBC drivers do not require any configuration. However their **.jar** files must be put into the **{HISTORY NODE INSTALLATION DIR}/lib** directory.

- Data Mart database—Uses Fact tables, aggregates, dimension and measures to provide sophisticated reporting options. As with History Node, make sure that you have installed and configured a suitable database and JDBC driver for it. In the iWD software distribution only sample JDBC drivers are provided. JDBC **.jar** files must be put into the **{IWD DATAMART INSTALLATION DIR}/lib** directory.

For a list of the database engines that are supported by the iWD application, Genesys Rules System, and Interaction Server, refer to the Genesys Supported Operating Environment Guide. Please note that the iWD application might not support all of the databases that are supported by Interaction Server or the Genesys Rules System.

Application Installation

After the iWD operational databases have been prepared, the iWD GAX Plugin component, the iWD Manager application, the iWD History Node, the iWD Runtime Nodes and iWD SSJE should be installed manually.

> ### Important
> From release 9.0, all iWD components operate as stand-alone Java applications.

All five can be configured in release 9.0 by using Genesys Administrator Extension (GAX).

A basic iWD deployment, such as in a lab environment, utilizes a single instance of iWD Manager, as well as a single instance of an iWD Runtime Node and an iWD History Node. In more complex scenarios, such as multi-tenant, high-volume or high-availability deployments, multiple iWD Runtime Node instances can be installed. These deployments provide more controlled resource partitioning and allow load distribution across multiple physical servers.

In addition to the iWD GAX Plugin, the iWD Manager and iWD Runtime Node installation and iWD History Node, Genesys Rules System must be installed. This installation includes:

- Genesys Rules Development Tool, which is a Genesys component for business rule template development

- Genesys Rules Authoring Tool, which is used for authoring and deploying business rules

- Genesys Rules Engine, which is an engine that receives and processes requests for business rule evaluation from clients, such as the routing strategies in the iWD Business Process (IWDBP).