



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

# iWD Deployment Guide

Installing iWD Web Manually on Windows

5/10/2025

# Installing iWD Web Manually on Windows

1. Make sure you have the IP for Windows available on your server. You must also have access to iWD Web templates.
2. Login to GAX.
3. Import the iWD Web templates (**iwdweb** and **iwdwebapp**).
4. Create an application based on the **iwdweb** template.

## Important

iWD Web requires two applications. The first one is of Server type, and is used to store configuration options in Configuration Server as well as defining Interaction Server connections. The second one is of type ThirdPartyApplication. It is used to define user credentials/permissions for login operation in the iWD Web user interface. This step refers to the server application. The Server type is ThirdPartyServer in releases prior to 9.0.005 and Genesys Generic Server in releases from 9.0.005+.

5. Login to your Windows server.
6. Create an iWD Web log directory: **/GCTI/iWD**
7. Locate and double-click **setup.exe** in the **iWD Web** directory of the iWD DVD.
8. The iWD Web Installation Wizard opens. Click **Next** in the **Welcome** screen.
9. In the **Connection Parameters** to the Configuration Server screen, enter the login details to connect to Genesys Configuration Server and then click **Next**:
  - Host name**—The host of Genesys Configuration Server
  - Port**—The port that is used by Genesys Configuration Server
  - User name**—The user name of the Person (or User) as defined in Genesys Configuration Manager or Genesys Administrator.
  - Password**—The password that is associated with the Person (or User).
10. Choose the iWD Web application and click **Next**.
11. Choose the destination location for iWD Web.
12. Click **Next**.
13. In the **Ready to Install** screen, click **Install** to begin the installation of iWD Web.
14. When the installation has been completed, click **Finish**, then check the [configuration information here](#).