GENESYS™

Configuring TLS for iWD

Configuration summary

12/14/2025

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Levels

Connections between Genesys components that are defined using objects in Genesys Configuration Server can be configured at three different levels:

- Port (Connection)
- Application
- Host level

Levels are read by the application in the priority shown above, so port level has the highest priority. Genesys recommends setting all required options at the same level.

Recommendations

iWD follows the standard Genesys approach. Genesys recommends the following:

- **For PSDK connections, REST clients, JMS client**—pem on UNIX and Windows certificates on Windows (see Limitations)
- **For JDBC clients, REST servers**—Java KeyStore (JKS)