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# Interaction Server Deployment Guide

Manual Deployment for Interaction Server Proxy

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# Manual Deployment for Interaction Server Proxy

This section describes the manual deployment of Interaction Server Proxy.

## Introduction

Large numbers of custom desktop (ESP client) connections to Interaction Server may give rise to performance issues.

### Important

- Interaction Server Proxy support High Availability in Warm Standby mode.
- Interaction Server Proxy are *not* supported with Genesys Agent Desktop and desktops that connect using Interaction SDK. A custom desktop that connects using Platform SDK Contact can use Interaction Server Proxy.

To mitigate the issues caused by a high load on the server, Genesys introduced Interaction Server Proxy in release 7.6.1. Desktop applications can be configured to connect to these Proxy servers instead of the main server, significantly reducing the load on the server. For example, it is easier for the server to handle 20,000 clients that operate through ten proxies (only ten connections) than to handle the same 20,000 clients that each connect separately.

### Important

- This Proxy component is not part of the eServices Configuration Wizards and must be installed manually.
- Interaction Server Proxy supports connections from desktop applications and from Stat Server.

Because of the many variables in deployment (choice of operating system, number of clients, details of architecture) is so broad, it is not possible to provide exact guidelines as to when deploying a Proxy server would be advantageous. However, it may be stated that you can anticipate performance issues when the number of clients exceeds 10,000.

## Requirements

This component works with Interaction Server. In order for the Proxy server to work properly, all components that are needed by Interaction Server must be installed. This will depend on your environment and how you are using Interaction Server. For more details, refer to the chapter that is applicable to you:

- [Configuring Interaction Server DAP](#)
- [Installing ODBC on Linux](#)

## Deploying Interaction Server Proxy

This section describes how to manually install Interaction Server Proxy.

### Creating the Application Object

#### Prerequisites

- The Interaction Management CD.

#### Procedure

1. Create an Application object for the Proxy if it does not already exist.
  - a. Import the correct application template from the Interaction Management CD for the Interaction Server Proxy.
  - b. Create a new Application object based on the template.
3. Open the **Properties** dialog box of the Application object.
4. On the **Server Info** tab:
  - In the **Host** text box, enter the name of the desired host.
  - In the **Communication Port** text box, enter the port the Interaction Server Proxy will use for listening.
5. On the **Start Info** tab enter some characters in the **Working Directory**, **Command Line**, and **Command Line Arguments** fields. These characters will be over-written with the correct values during the installation, but they cannot be left blank at this point.
6. On the **Connections** tab, add connections to:
  - The primary Interaction Server. This connection is mandatory.
  - Message Server (optional)
7. Click **Apply**.
8. If you would like to configure your Interaction Server Proxy for HA, repeat this procedure for the second instance.

## Installing Interaction Server Proxy

### Prerequisites

- The Interaction ServerProxy Application object has been configured.
- The Interaction Management CD.

### Procedure

1. Locate the Setup.exe for Interaction Server Proxy (available on the Interaction Management CD).
2. Double-click Setup.exe.
3. Enter the login information for your Configuration Server:
  - Host
  - Port
  - User
  - Password
4. Select the appropriate Interaction Server Proxy Application object from the list.
5. Click **Install**.

## Installing Interaction Server Proxy on Linux

### Prerequisites

- The Interaction Server Proxy Application object has been configured.
- The Interaction Management CD.

### Procedure

1. Locate the install.sh file for Interaction Server Proxy.
2. Start the installation script with the command `install.sh`.
3. Press **Enter** to confirm the host name for the installation.
4. Enter the login information for your Configuration Server:
  - Host
  - Port
  - User
  - Password
5. From the list of applications, select one and enter its number in the list.
6. Press **Enter** to confirm the suggested destination directory, or choose a desired one.
7. Answer other questions, if required.

## Configuring the Desktop Application to Use Interaction Server Proxy

### Important

Interaction Server Proxy is not supported with Genesys Agent Desktop and desktops that connect using Interaction SDK. A custom desktop that connects using Platform SDK Contact can use the Proxy server.

### Prerequisites

- Your desktop application is installed and configured.
- The Interaction Server Proxy is installed and configured.

### Procedure

1. Login to Configuration Manager or Genesys Administrator.
2. Locate the desktop Application object and open its **Properties** dialog box.
3. On the **Connections** tab, remove the connection to the main Interaction Server.
4. Add a connection to the Interaction Server Proxy.
5. Click **Apply**