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Interaction Server Deployment Guide

Transport Layer Security

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Transport Layer Security

Interaction Server and Interaction Server Proxy support Transport Layer Security (TLS) protocol to secure data exchange with other eServices components. The following tables lists Interaction Server and Interaction Server Proxy connections and indicates whether the specific connection supports TLS. In these tables, Interaction Server and Interaction Server Proxy, listed in the first column, are connecting to the components that are listed in the top row.

Refer to the [Genesys Security Deployment Guide](#) for information about how to configure TLS for eServices components.

Important

When configuring secured connections for Interaction Server on Unix platforms, you must

- Use Genesys Security Pack on UNIX 8.5.x.x or later.
- Set the environment variable GCTI_SECPACK_USE_MTCB to 1.

TLS Support 1 Connections

Connection	Config Server	Config Server Proxy	Solution Control Server	Message Server	Interaction Server	Universal Contact Server
Interaction Server	Yes	Yes	N/A	Yes	Yes	Yes
Interaction Server Proxy	Yes	Yes	N/A	Yes	Yes	N/A

TLS Support 2 Connections

Connection	E-mail Server	Chat Server	SMS Server	Social Messaging Server	Classification Server
Interaction Server	Yes	Yes	Yes	Yes	No

TLS Support 3 Connections

Connection	Web API Java	Web API .NET	DB Server	Universal Routing Server	Stat Server
Interaction Server	N/A	N/A	Yes	N/A	Yes