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Web Real-Time Communications Deployment Guide

Install on Linux

12/14/2025

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Installing the Genesys WebRTC Service on Linux

Purpose

To install the deployment files for the Genesys WebRTC Service on a Linux-based server.

Important

- Before running the installer on Red Hat, make sure that the Red Hat Compatibility Packs have been installed.
- Before running the installer, make sure that you have created an **application object for WebRTC Gateway** in Genesys Administrator or Genesys Administrator Extension.

Note: After running one of the installers, inspect the directory tree of your system to make sure that the files have been installed in the location that you intended.

Installing the WebRTC Gateway

Start

1. Open a terminal in the Genesys WebRTC Service CD/DVD or the Genesys WebRTC Service IP.
2. Navigate to the Web Real-Time Communications/Linux directory and run the `install.sh` file. The Genesys Installation starts.
3. Follow the prompts to complete the installation.
4. If the installation is successful, the console displays the following message:

```
Installation of Genesys WebRTC Service Gateway, version 8.5.00x.yy has completed successfully.
```

5. In order to use HTTPS or SIPS for the Linux version of the WebRTC Gateway, install the Genesys Security Pack version 8.5.1.

End

Installing the WebRTC JavaScript API

The Genesys WebRTC JavaScript API library is shipped in a file called `grtc.js`. There is also a directory of sample applications that demonstrate how to use the API. The following instructions explain how to locate these files.

Start

1. Open a terminal in the Genesys WebRTC Service CD/DVD or the Genesys WebRTC Service IP.
2. Navigate to the Web Real-Time CommunicationsJSAPI/Linux/src/jsapi/classes/ directory, which contains the Genesys WebRTC JavaScript API library in a file called grtc.js.
3. Include the grtc.js file in your web application in order to use the WebRTC JavaScript API.
4. Navigate to the Web Real-Time CommunicationsJSAPI/Linux/ directory.
5. Copy the demo directory to your hard drive.
6. Examine the README file in the demo directory for information on how to run the demo apps.

End

Deploying WebRTC with MCP

When using the Genesys WebRTC Service and the Genesys Voice Platform Media Control Platform (MCP) on Red Hat Enterprise Linux (RHEL), Genesys recommends that MCP be run on a server that is separate from the server running the WebRTC Service, for two reasons:

- MCP performance on RHEL 5.x is considerably better than on RHEL 6.x. However, the WebRTC Gateway only works on RHEL 6.x.
- MCP consumes the majority of the resources of the server it is hosted on, even under RHEL 5.x. Because of this, Genesys recommends—regardless of whether WebRTC is running in your environment—that MCP be placed on its own, separate machine.