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Agent Pacing Service Deployment Guide

[Install the Pacing Service](#)

8/12/2025

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Complete the steps to install the Pacing Server.

The 9.0 release of Pacing Server can be used on premises.

About the Pacing Service Cluster

Agent Pacing Service uses an N+1 architecture. This means that almost all of the configuration is handled at the level of the cluster, rather than at the level of individual nodes. In particular,

- The cluster combines one or more nodes. You must install and configure at least one Pacing Server node in order to use Pacing Service. Every time you add a node to the cluster, you must create and configure it using the same steps you used for the first node.
- All nodes are treated as equivalent to each other. Because of this, the nodes only contain a connection to the cluster application.
- Connections to other Genesys servers—such as Stat Server and Message Server—are defined for the cluster.

Important

Pacing Service is a single-tenant application—it only has access to the tenant, objects, and transaction list of the tenant it is configured for. In a multi-tenant environment, you can configure a Pacing Service for each individual tenant.

Deploy Pacing Server

To deploy Pacing Server, follow these steps:

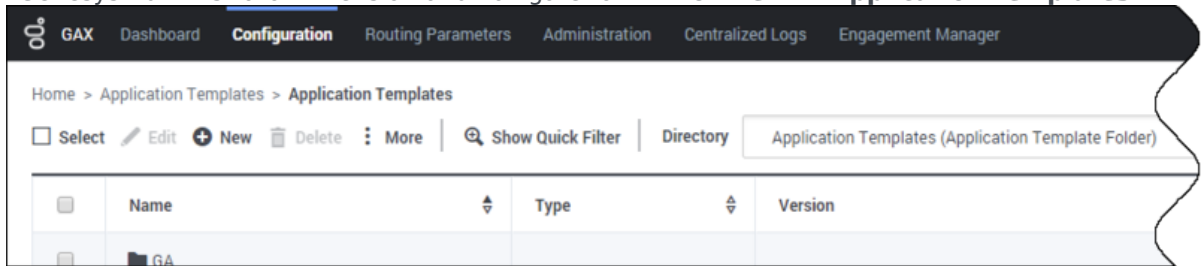
1. Import the Pacing Service Cluster Application template
2. Create the cluster application
3. Configure the cluster application
4. Import the Pacing Server Application template
5. Create and configure a node application
6. Add the node application to the cluster

7. Install Pacing Server
8. Configure alarms
9. Configure a forward proxy (optional)

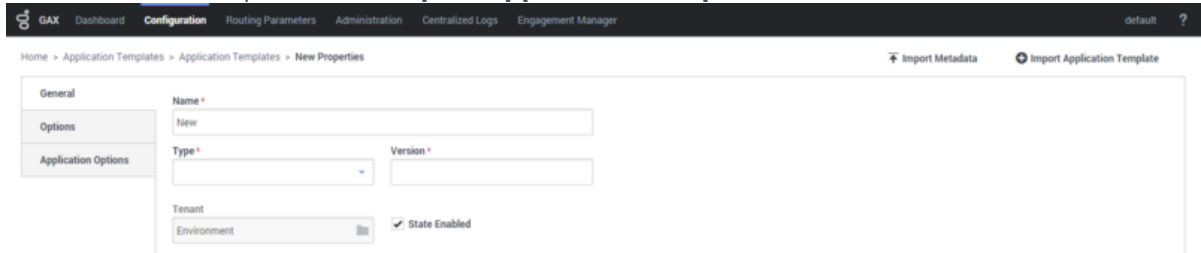
Import the Pacing Service cluster application template

Prerequisite: Download the Pacing Server installation on the host where you are going to install it.

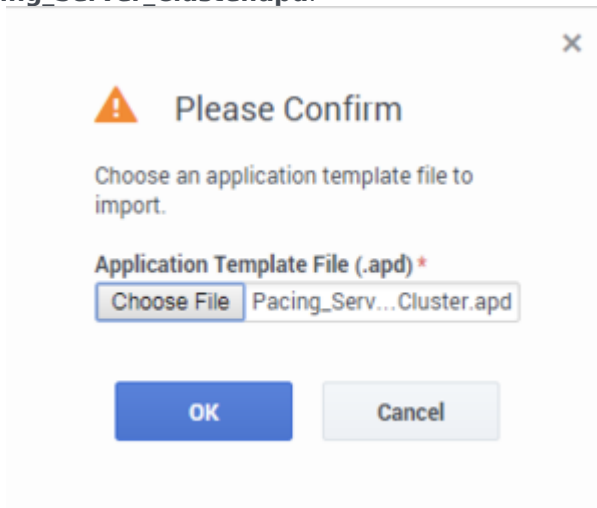
1. Open Genesys Administrator Extension and navigate to **Environment > Application Templates:**



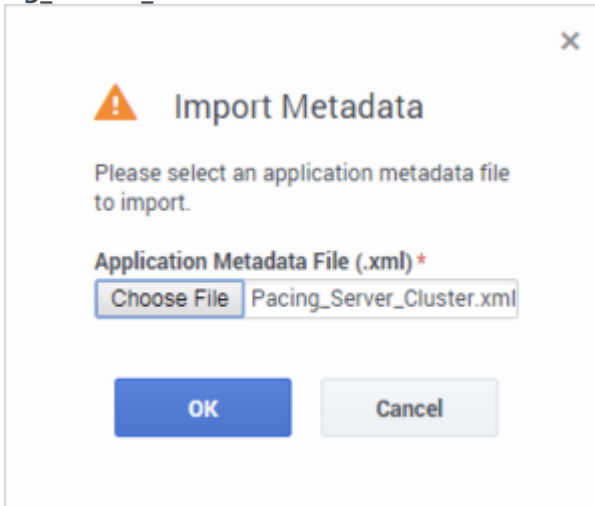
2. Click **New**. In the **Tasks** panel, click **Import Application Template:**



3. Navigate to the **Pacing Server installation root/templates** folder and select **Pacing_Server_Cluster.apd**:



-
- Click **Import Metadata**.
 - Navigate to the **Pacing Server installation root/templates** folder and select **Pacing_Server_Cluster.xml**:

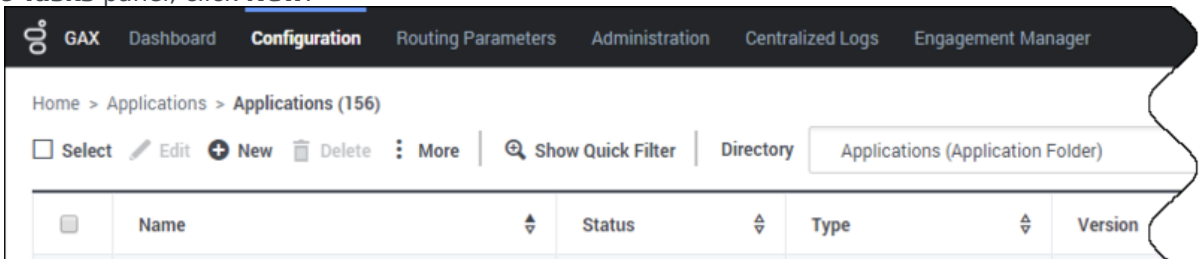


- Click **Save**

Create the cluster application

Prerequisite: Import the Pacing Service cluster application template

- Open Genesys Administrator Extension and navigate to **Environment > Applications**.
- In the **Tasks** panel, click **New**:




- Specify the name of the Pacing Service cluster application (for example, *Pacing_Service_Cluster_9.0*), then click to select a template:

Home > Applications > Applications > Pacing Service > New Properties


General

Name *
Pacing_Service_Cluster_9.0

Template *  **Type**

Version



☐ **Is Application Server**




Tenant
Environment  ☒ **State Enabled**

4. Select the application template that you created previously:

Application Template Directory

Select Application Template

Name	Type	Version
 Pacing_Server	Genesys Generic Server	9.0.0
 Pacing_Server_Cluster	Application Cluster	9.0.0
 Pacing_Server_Cluster_9.0.000.04	Application Cluster	9.0.000.04

5. Select the **General** tab and:

- Set the value of the **Working Directory** and **Command Line** fields to . (a single dot).
- Make sure that **State** is enabled.
- Select the **Host** on which the Pacing Service Cluster will reside. This is usually the fully qualified

domain name or IP address of the load balancer that provides access to the Pacing Service (that is, the set of Pacing Servers)

- Click **Save**.

The screenshot shows the 'New Properties' configuration page for a Pacing Service application. The left sidebar contains a navigation menu with 'General', 'Connections', 'Ports', 'Tenants', 'Options', and 'Application Options'. The main content area is divided into sections: 'General' (with fields for IP address and 'is Application Server' checkbox), 'Working Directory', 'Command Line', 'Command Line Arguments', 'Startup Timeout' and 'Shutdown Timeout' (both set to 90), 'Auto-Restart' (unchecked) and 'Primary' (checked), 'Host' (set to 'demosrv'), 'Certificate', 'Certificate Description', 'Certificate Key', 'Trusted CA', 'Tenant' (set to 'Environment'), and 'State Enabled' (checked). At the bottom are 'Cancel', 'Apply', and 'Save' buttons.

6. The new Cluster application is now available:

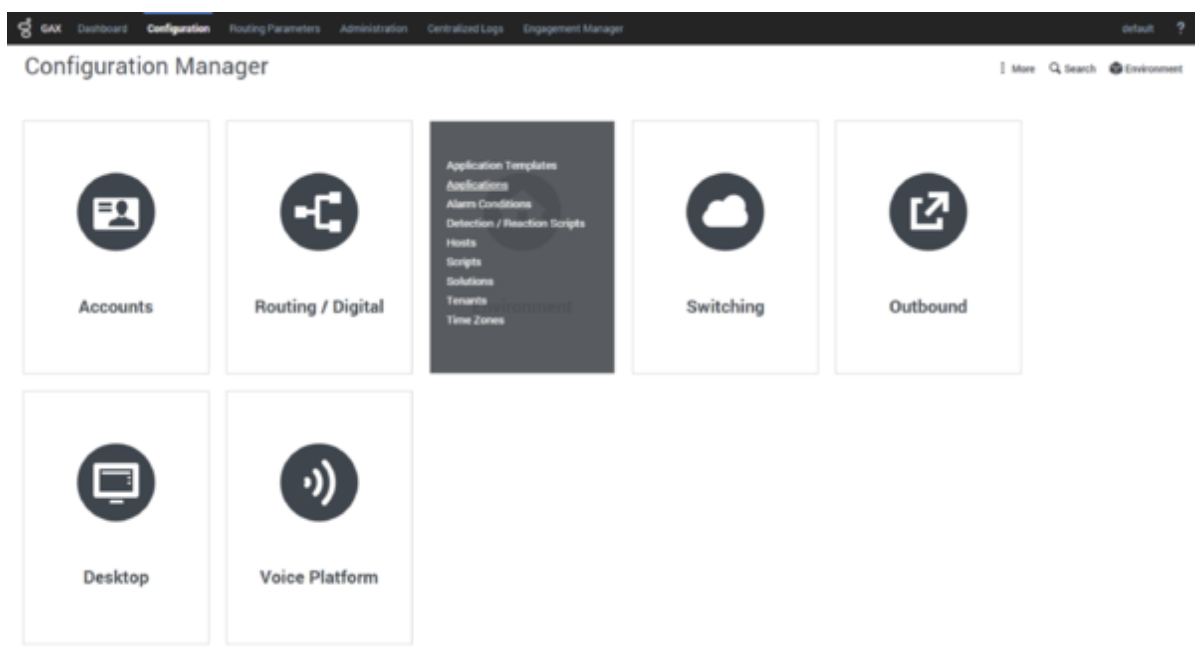
The screenshot shows the 'Applications' page for the 'Pacing Service' environment. It displays a table with the following data:

Name	Status	Type	Version	Mode	Host	Server	Template
Pacing_Service_Cluster_9.0	Stopped	Application Cluster	9.0.000.04		demosrv	✓	Pacing_Server_Cluster_9...

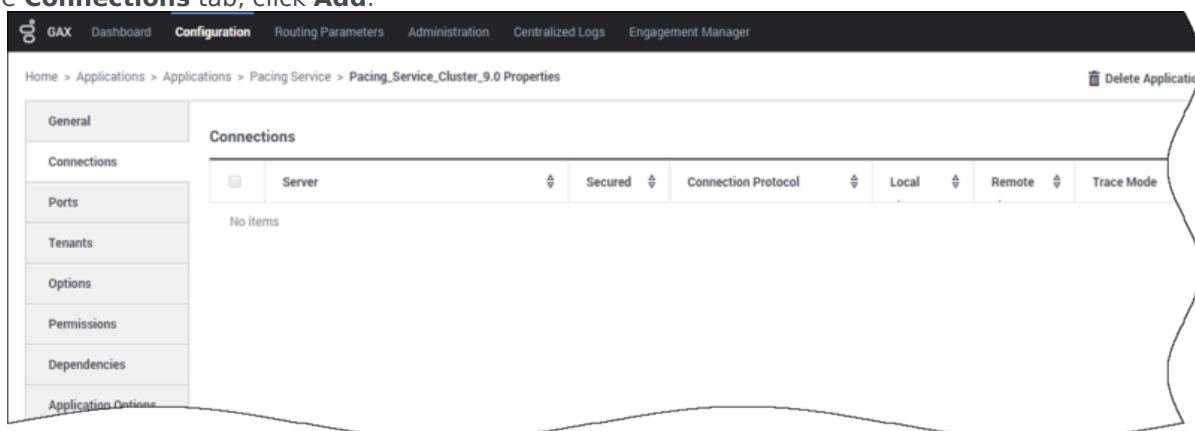
Configure the cluster application

Prerequisite: Create the cluster application

1. Open Genesys Administrator Extension and navigate to **Environment > Applications**, then open your cluster application:



2. In the **Connections** tab, click **Add**:



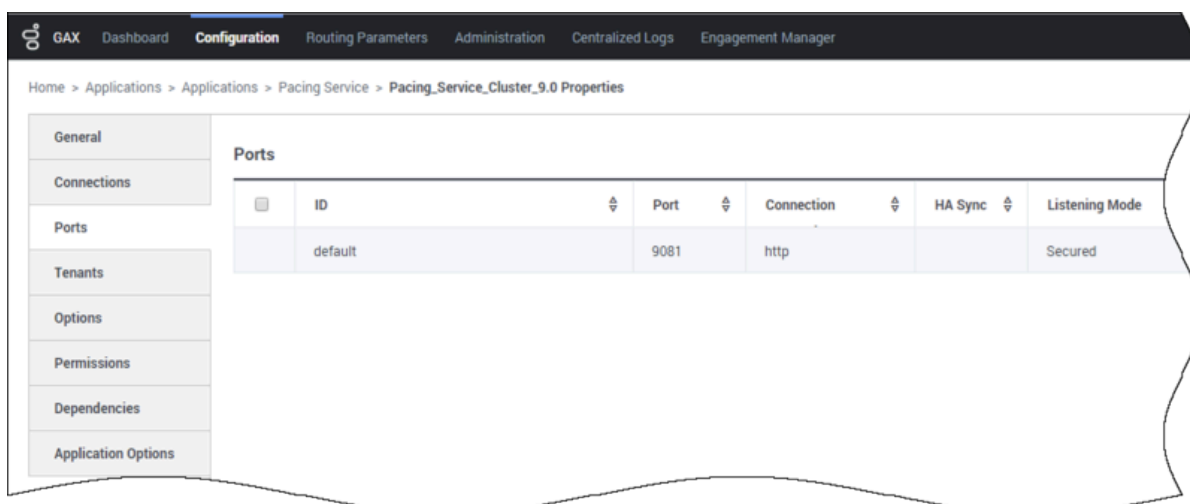
3. Select the **Stat Server** application. Leave the connection port ID set to **default**. Click **OK**:

The screenshot shows a 'New' dialog box with the following fields and values:

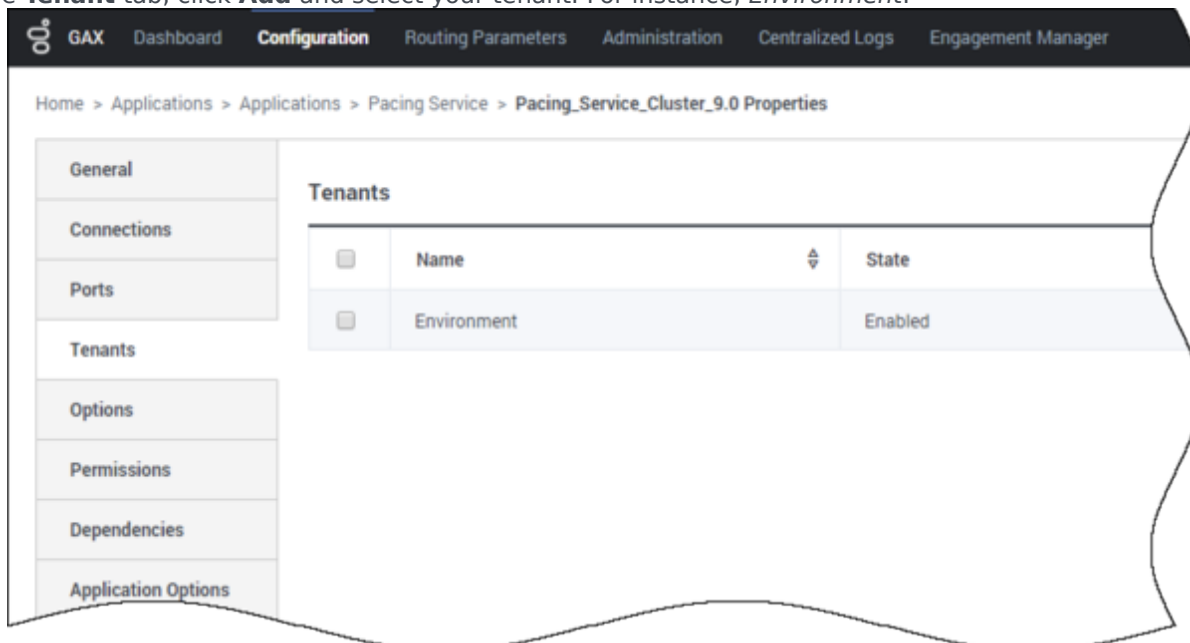
- Server ***: Text box containing 'Stat_Server'.
- Port ID ***: Dropdown menu showing 'default'.
- Connection Protocol**: Empty dropdown menu.
- Local Timeout**: Text box containing '0'.
- Remote Timeout**: Text box containing '0'.
- Trace Mode ***: Dropdown menu showing 'Unknown Trace Mode'.
- Transport Protocol Parameters**: Large empty text area.
- Application Parameters**: Large empty text area.

At the bottom of the dialog are 'OK' and 'Cancel' buttons.

4. If appropriate, you can also add a connection to Message Server (to apply the network logging options).
5. Navigate to the **Ports** tab and set the desired value of the default port. **Note:** The cluster application does not represent a particular server: you must treat as the load balancing entry point. Set the connection type to **http**. Genesys recommends that you use a secure connection.



6. In the **Tenant** tab, click **Add** and select your tenant. For instance, *Environment*.



7. Navigate to the **Application Options** tab. You can keep the default values for all options except the ones in the **pacingEndpoint** section.

GAX

System Dashboard

Configuration

Routing Parameters

Administration

Centralized Logs

Home > Applications > Applications > Pacing > Pacing_Service_900200_Cluster Properties

Delete Application

General

Connections

Ports

Tenants

Options

Permissions

Dependencies

Application Options

Application Options

Quick Filter

	Name	Section	Key	Value
	metrics \ messageUsageThreshold	metrics	messageUsageThreshold	100
	metrics \ GcFrequency.threshold	metrics	GcFrequency.threshold	24
	metrics \ reporter.console.logFrequency	metrics	reporter.console.logFrequency	30min
	metrics \ reporter.messageServer.logFreque...	metrics	reporter.messageServer.logFrequency	30min
	metrics \ reporter.log.enabled	metrics	reporter.log.enabled	false
	metrics \ GcLatency.threshold	metrics	GcLatency.threshold	1000
	metrics \ reporter.messageServer.enabled	metrics	reporter.messageServer.enabled	true
	metrics \ reporter.log.logFrequency	metrics	reporter.log.logFrequency	30min
	metrics \ reporter.console.enabled	metrics	reporter.console.enabled	false
	▼ pacingEndpoint			
	pacingEndpoint \ targetEndpoint	pacingEndpoint	targetEndpoint	v2/journey/actiontargets/bulk

8. Click **Save**.

Import the Pacing Server application template

Prerequisite: Configure the cluster application

1. Open Genesys Administrator Extension and navigate to **Environment > Application Templates:**

<div> <div>GAX</div> <div>Dashboard</div> <div>Configuration</div> <div>Routing Parameters</div> <div>Administration</div> <div>Centralized Logs</div> <div>Engagement Manager</div> </div>					
<div> <div>Home > Application Templates > Application Templates</div> <div> <div> <div>Select</div> <div>Edit</div> <div>New</div> <div>Delete</div> <div>More</div> </div> <div>Show Quick Filter</div> <div>Directory</div> <div>Application Templates (Application Template Folder)</div> </div> </div>					
	Name	Type	Version		
	GA				

2. Click **New**. In the **Tasks** panel, click **Import Application Template:**

GAX

Dashboard

Configuration

Routing Parameters

Administration

Centralized Logs

Engagement Manager

default?

Home > Application Templates > Application Templates > New Properties

Import Metadata

Import Application Template

General

Options

Application Options

Name *

New

Type *

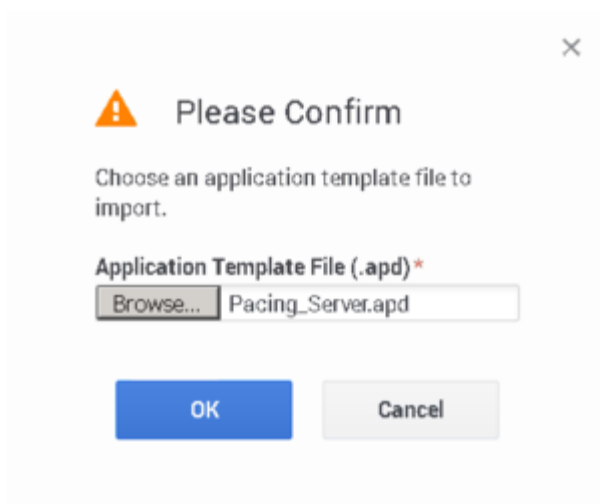
Version *

Tenant

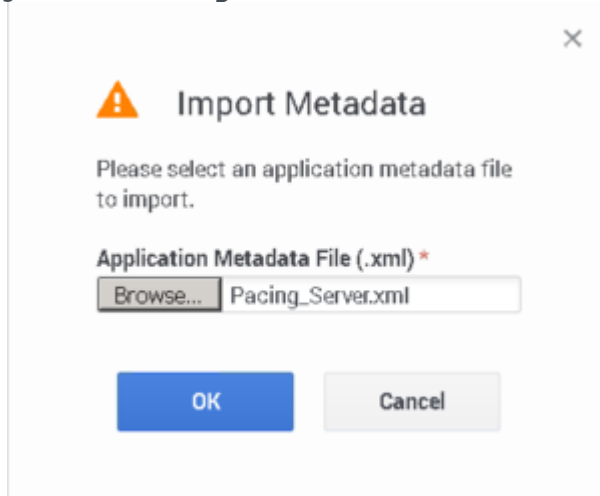
Environment

State Enabled

3. Navigate to the **Pacing Server installation root /templates** folder and select **Pacing_Server.apd**:



4. Navigate to the **Pacing Server installation root/templates** folder and select **Pacing_Server.xml**:



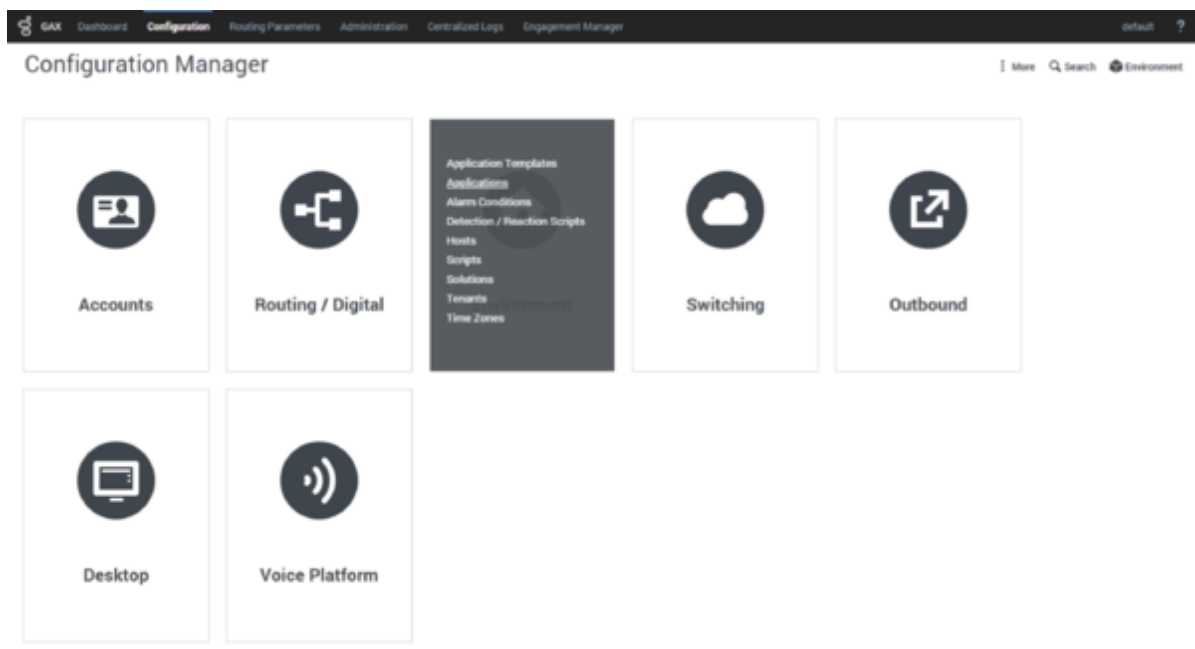
5. Click **Save**.

Create and configure a node application

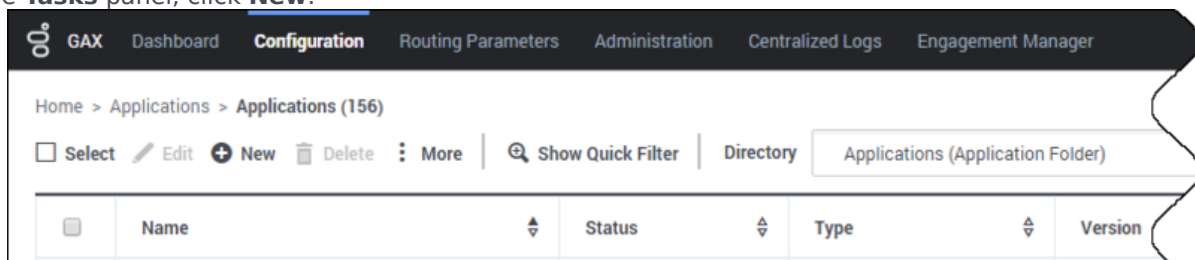
You must create and configure every node that you add to the cluster, using the instructions in this section and the following one.

Prerequisite: Import the Pacing Server application template

1. Open Genesys Administrator Extension and navigate to **Environment > Applications**.



2. In the **Tasks** panel, click **New**:



3. Specify the name of the Pacing Server application, for example, *Pacing_Server_Node_01*, then click to select a template for creating the application:

Home > Applications > Applications > Pacing Service > New Properties

General

Name*
Pacing_Server_Node_01

Template*
[Empty field]

Version
[Empty field]

Tenant
Environment

Type
[Empty field]

☐ Is Application Server

☒ State Enabled

4. Select the application template you created previously:

Genesys Generic Server Directory

Select Genesys Generic Server

Search: Pacing_Server

Name	Type	Version
Pacing_Server	Genesys Generic Server	9.0.0

5. Select the **General** tab and:

1. Set the value of the **Working Directory** and **Command Line** fields to . (a single dot).
2. Make sure that **State** is enabled.
3. Select the **Host** on which the Pacing Server node will reside.
4. Click **Save**.

GAX
Dashboard
Configuration
Routing Parameters
Administration
Centralized Logs
Engagement Manager

default ?

Home > Applications > Applications > Pacing Service > New Properties

General

Connections

Ports

Tenants

Options

Application Options

Pacing_Server_9.0.000.04

Genesys Generic Server

Component type

Version

9.0.000.04

☒ Is Application Server

Working Directory *

Command Line *

Command Line Arguments

Startup Timeout *

90

Shutdown Timeout *

90

☐ Auto-Restart

☒ Primary

Host *

demosrv

Certificate

Certificate Description

Cancel

Apply

Save

- Navigate to the **Connections** tab and click **Add**. Select the Pacing Service cluster application you created previously, then click **OK**:

New

Server *

PacingService_Cluster

Port ID *

default (Secured)

Connection Protocol

Local Timeout

0

Remote Timeout

0

Trace Mode *

Unknown Trace Mode

Transport Protocol Parameters

Application Parameters

OK Cancel

7. Navigate to the **Ports** tab and make sure that the value of the default port is set to the port that this Pacing Server node should listen on. Also, set the protocol type to **http** or **https**.

Important

- Genesys recommends that you always use the HTTPS protocol.
- Genesys recommends that all instances of Pacing Server listen on the same ports.
- Pacing Servers are connected in the cluster through a dedicated port on the host where the Pacing Server instance is installed. By default, this port is 7800. If this port is already in use, go to the Ports tab and add another port with ID **clustering** and the desired value. You don't have to specify a connection type for this port.

GAX
Dashboard
Configuration
Routing Parameters
Administration
Centralized Logs
Engagement Manager

Home > Applications > Applications > Pacing Service > New Properties

General
Connections
Ports
Tenants
Options
Application Options

Ports

<input type="checkbox"/>	ID	Port	Connection	HA Sync	Listening Mode
<input type="checkbox"/>	default	9081	http		Secured

8. Navigate to the **Tenants** tab and click **Add**. Select the same tenant that is specified for the Pacing Service Cluster application:

GAX
Dashboard
Configuration
Routing Parameters
Administration
Centralized Logs
Engagement Manager

Home > Applications > Applications > Pacing Service > New Properties

General
Connections
Ports
Tenants
Options
Application Options

Tenants

<input type="checkbox"/>	Name	State
<input type="checkbox"/>	Environment	Enabled

default ?

Add
Remove

Cancel

Apply
Save

9. Click **Save**.

Add a node application to the cluster

Prerequisites:

- Create the cluster application
- Configure the cluster application
- Create and Configure a node application

Although a single-node configuration works well in a lab environment, in order to provide high availability in production, you must use multiple nodes.

Important

- Every time you establish a new node, you must complete the steps described in Create and Configure a node application.
- If you use multiple nodes, you must set up load balancing in your environment.

Install Pacing Server

Prerequisite: Create and Configure a node application

Important

For more information on how to install apps that you have configured in Genesys Administrator Extension, consult Generic Installation Procedures.

Windows

Windows

1. In your installation package, locate and double-click **setup.exe**. InstallShield opens the welcome screen.
2. Click **Next**. The **Connection Parameters to the Configuration Server** screen appears.

-
3. Under **Host**, specify the host name and port number where Configuration Server is running. (This is the main listening port entered in the **Server Info** tab for Configuration Server.)
 4. Under **User**, enter the user name and password for logging into Configuration Server.
 5. Click **Next**. The **Select Application** screen appears.
 6. Select the **Genesys Generic Server** application—that is, the Node app you created above—that you are installing. The **Application Properties** area shows the **Type**, **Host**, **Working Directory**, **Command Line executable**, and **Command Line Arguments** information previously entered in the **Server Info** and **Start Info** tabs of the selected Application object.
 7. Click **Next**. The **Choose Destination Location** screen appears.
 8. Under **Destination Folder**, either keep the default value or browse for the desired installation location.
 9. Click **Next**. The **Backup Configuration Server Parameters** screen appears.
 10. If you have a backup Configuration Server, enter the **Host** name and **Port**.
 11. Click **Next**. The **Ready to Install** screen appears.
 12. Click **Install**. The Genesys Installation Wizard indicates it is performing the requested operation for Pacing Server. When it is finished, the **Installation Complete** screen appears.
 13. Click **Finish** to complete your installation of the Pacing Server.

Linux

Linux

1. Open the Pacing Server IP in a terminal window, and run **Install.sh**. The Genesys Installation starts.
2. Enter the **hostname** of the host on which you are going to install.
3. Enter the connection information to log into Configuration Server:
 1. The **hostname**. For instance, *demosrv.genesyslab.com*.
 2. The **listening port**. For instance, *2020*.
 3. The **user name**. For instance, *demo*.
 4. The **password**.
5. If the connection settings are successful, a list of keys and Pacing Server applications is displayed.
4. Enter the key for the Pacing Server application—that is, the Node app you created above—that you are installing.
5. Enter the location where Pacing Server is to be installed on your host.

Note: This location must match the previous settings that you entered in Configuration Server.

1. If you have a backup Configuration Server, enter the **Host** name and **Port**.
2. If the installation is successful, the console displays the following message:

Installation of Pacing Server, version 9.0.x has completed successfully.

Important

This installation procedure automatically provisions all of the Pacing Server-related configuration information. For more information, see Provisioning.

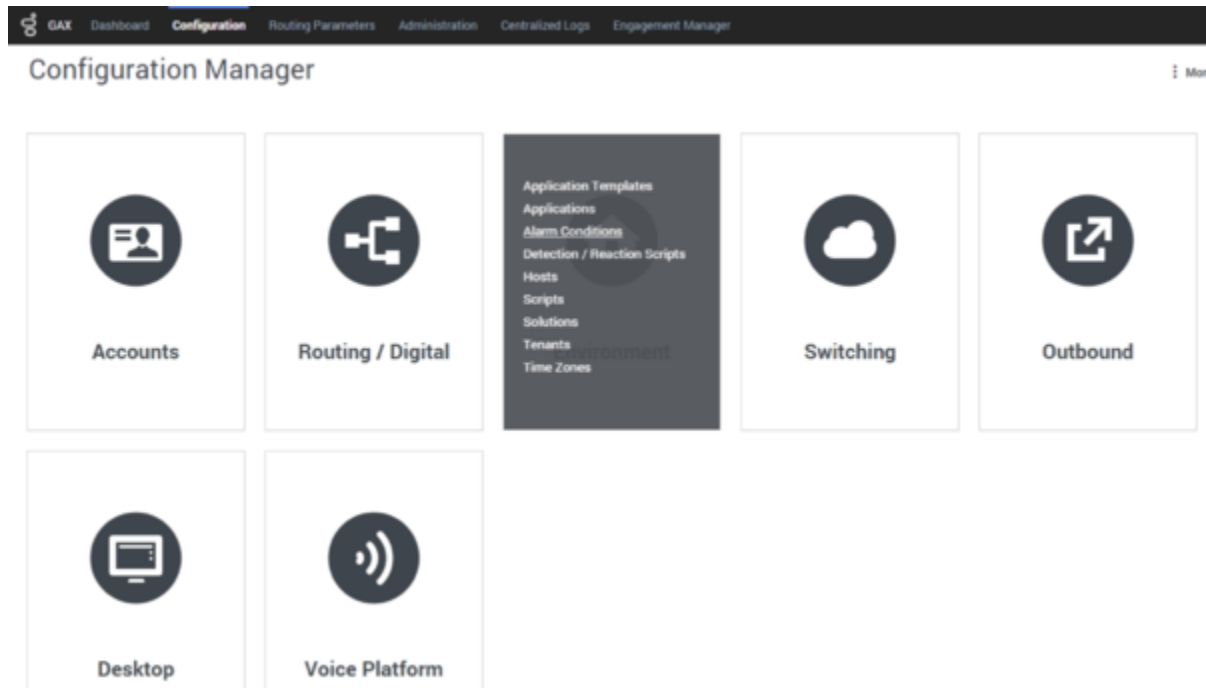
Configure alarms

Genesys recommends that you tune the following Pacing Server-related alarms:

- GC Latency
- Heap Memory Usage
- PacingRequestsFailed
- PacingResponseTargetError
- PacingResponseValidationError

Although these alarms are created automatically during installation, you can remove them if necessary and then re-create them manually.

To access the alarms in Genesys Administrator Extension, open **Environment > Alarm Conditions**.



The automatic provisioning procedure places the Pacing Server-related alarms in the dedicated **PacingService** alarm folder.

Configure a forward proxy (optional)

Important

This feature is available in release 9.0.000.10 and higher.

If your environment permits connections to the Internet only through a forward proxy service (such as DMZ or your local intranet), configure the forward-proxy options, so the Pacing Service can connect to Genesys Predictive Engagement.