Genesys Web Services and Applications Private Edition Guide

Configure connections with TLS and authentication

10/3/2022

Contents

Learn how to configure Transport Layer Security and authentication for connections to third-party services and non-containerized Genesys servers.

Related documentation:

-
-
-

RSS:

- For private edition

Genesys Web Services and Applications (GWS) supports secure connections to third-party services and legacy Genesys servers using Transport Layer Security (TLS) version 1.2.

To enable TLS, you must download and unpack the **gws-services** Helm chart locally. Next, create any required certificates for the services and put the truststores under the **gws-services** directory of the unpacked chart. For example: **gws-services/crts/gwsPlatformSettingPostgresTrustore.p12.** Following this example, the setting for the PostgreSQL truststore would be: `secretsTls.postgres.truststores.gws-plaftom-setting-postgres-truststore: crts/gwsPlatformSettingPostgresTrustore.p12`

> **Important**
> When you Deploy GWS Services, make sure to point to your local files during the installation.

Next, configure TLS by overriding Helm chart values in the **values.yaml** file. See TLS for third-party services and TLS for legacy Genesys servers for details.

TLS for third-party services

GWS supports TLS connections to the third-party services Redis, PostgreSQL, and Elasticsearch. To enable TLS for these services, set the following parameters in the **values.yaml** file:

- gwsServices.gwsAppProvisioning.postgres.enableTls
- postgres.enableTls
- elasticSearch.enableTls

- redis.enableTls

You must also define the following truststore paths and passwords in the **values.yaml** file:

Redis

Parameter	Description	Valid values	Default
secretsTls.redis.enabled	Specifies whether a Kubernetes secret is created for the TLS connection to the Redis cluster.	true or false	false
secretsTls.redis.truststores.gws-platform-datacollector-redis-truststore	The Redis client truststore path for the GWS Data Collector Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
secretsTls.redis.truststores.gws-platform-ixn-redis-truststore	The Redis client truststore path for the GWS Interaction Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
secretsTls.redis.truststores.gws-app-workspace-redis-truststore	The Redis client truststore path for the GWS Workspace Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
secretsTls.redis.truststores.gws-app-provisioning-redis-truststore	The Redis client truststore path for Agent Setup.	A valid path to the truststore file, relative to the **gws-services** directory.	""
secretsTls.redis.truststores.gws-platform-voice-redis-truststore	The Redis client truststore path for the GWS Voice Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
secretsTls.redis.passwords.gws-platform-datacollector-redis-truststore-password	The Redis client truststore password for the GWS Data Collector Service.	A valid password	""
secretsTls.redis.passwords.gws-platform-ixn-redis-truststore-password	The Redis client truststore password for the GWS Interaction Service.	A valid password	""
secretsTls.redis.passwords.gws-app-workspace-redis-truststore-password	The Redis client truststore password for the GWS Workspace Service.	A valid password	""
secretsTls.redis.passwords.gws-app-provisioning-redis-truststore-password	The Redis client truststore password for Agent Setup.	A valid password	""
secretsTls.redis.passwor	The Redis client	A valid password	""

Parameter	Description	Valid values	Default
ds.gws-platform-voice-redis-truststore-password	truststore password for the GWS Voice Service.		

PostgreSQL

Parameter	Description	Valid values	Default
secretsTls.postgres.enabled	Specifies whether a Kubernetes secret is created for the TLS connection to PostgreSQL.	true or false	false
secretsTls.postgres.truststores.gws-platform-setting-postgres-truststore	The PostgreSQL client truststore path for the GWS Setting Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
secretsTls.postgres.passwords.gws-platform-setting-postgres-truststore-password	The PostgreSQL client truststore password for the GWS Setting Service.	A valid password	""
secretsTls.postgresprovisioning.enabled	Specifies whether a Kubernetes secret is created for the Agent Setup TLS connection to PostgreSQL.	true or false	false
secretsTls.postgresprovisioning.truststores.gws-app-provisioning-postgres-truststore	The PostgreSQL client truststore path for Agent Setup.	A valid path to the truststore file, relative to the **gws-services** directory.	""
secretsTls.postgresprovisioning.passwords.gws-app-provisioning-postgres-truststore-password	The PostgreSQL client truststore password for Agent Setup.	A valid password	""

Elasticsearch

Parameter	Description	Valid values	Default
secretsTls.elasticsearch.enabled	Specifies whether a Kubernetes secret is created for the TLS connection to the Elasticsearch cluster.	true or false	false
secretsTls.elasticsearch.truststores.gws-platform-datacollector-elasticsearch-truststore	The Elasticsearch client truststore path for the GWS Data Collector Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
secretsTls.elasticsearch.	The Elasticsearch client	A valid password	""

Parameter	Description	Valid values	Default
passwords.gws-platform-datacollector-elasticsearch-truststore-password	truststore password for the GWS Data Collector Service.		

TLS for legacy Genesys servers

GWS supports TLS connections to legacy Genesys servers in a mixed mode environment. GWS uses the Platform SDK to connect to legacy Genesys servers, such as Configuration Server, Interaction Server, T-Server, Universal Contact Server, Stat Server, Chat Server, and Outbound Contact Server.

GWS services use upgrade mode ports for TLS connections between Platform SDK and legacy Genesys services, which means you cannot enable TLS in the GWS **values.yaml** file. Instead, configure the TLS parameters in Configuration Server.

You must also define the following truststore paths and passwords in the GWS **values.yaml** file:

Truststore paths

Parameter	Description	Valid values	Default
psdk.enabled	Specifies whether a Kubernetes secret is created for TLS connections to legacy Genesys servers.	true or false	false
psdk.truststores.gws-platform-configuration-psdk-truststore	The PSDK client truststore path for the GWS Configuration Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
psdk.truststores.gws-platform-ixn-psdk-truststore	The PSDK client truststore path for the GWS Interaction Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
psdk.truststores.gws-platform-chat-psdk-truststore	The PSDK client truststore path for the GWS Chat Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
psdk.truststores.gws-platform-ucs-psdk-truststore	The PSDK client truststore path for the GWS UCS Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
psdk.truststores.gws-platform-voice-psdk-truststore	The PSDK client truststore path for the GWS Voice Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
psdk.truststores.gws-platform-statistics-psdk-	The PSDK client truststore path for the	A valid path to the truststore file, relative	""

Parameter	Description	Valid values	Default
truststore	GWS Statistics Service.	to the **gws-services** directory.	
psdk.truststores.truststores.gws-platform-datacollector-psdk-truststore	The PSDK client truststore path for the GWS Data Collector Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""
psdk.gws-platform-ocs-psdk-truststore	The PSDK client truststore path for the GWS OCS Service.	A valid path to the truststore file, relative to the **gws-services** directory.	""

Truststore passwords

Parameter	Description	Valid values	Default
psdk.passwords.gws-platform-configuration-psdk-truststore-password	The PSDK client truststore password for the GWS Configuration Service.	A valid password	""
psdk.passwords.gws-platform-ixn-psdk-truststore-password	The PSDK client truststore password for the GWS Interaction Service.	A valid password	""
psdk.passwords.gws-platform-chat-psdk-truststore-password	The PSDK client truststore password for the Chat Service.	A valid password	""
psdk.passwords.gws-platform-ucs-psdk-truststore-password	The PSDK client truststore password for the UCS Service.	A valid password	""
psdk.passwords.gws-platform-voice-psdk-truststore-password	The PSDK client truststore password for the GWS Voice Service.	A valid password	""
psdk.passwords.gws-platform-statistics-psdk-truststore-password	The PSDK client truststore password for the GWS Statistics Service.	A valid password	""
psdk.passwords.gws-platform-datacollector-psdk-truststore-password	The PSDK client truststore password for the GWS Data Collector Service.	A valid password	""
psdk.passwords.gws-platform-ocs-psdk-truststore-password	The PSDK client truststore password for the GWS OCS Service.	A valid password	""