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# eServices Multitenancy and Load Balancing Guide

Backup Configuration

# Backup Configuration

This topic lists the types of backup configuration supported in eServices 8.1.

Component	Type of Support	Remarks
Chat Server	Warm standby and load balancing	Supported through load balancing on Web API Server and SMS Server.
Classification Server	Warm standby and load balancing	
Co-Browsing Server	Load balancing	Supported through load balancing on Web API Server and SMS Server.
E-mail Server	Warm standby and load balancing	Supported through load balancing on Web API Server and SMS Server; also through <b>ESP load balancing</b> by Interaction Server.
Interaction Server	Warm standby	See the Warning below.
Interaction Server Proxy	Warm standby	
SMS Server	Warm standby	
Social Messaging Server	Warm standby	
Training Server	Load balancing	Supported in that it can process multiple training jobs. However, if an instance of Training Server becomes unavailable while it is processing a job, then a second running instance of Training Server will not pick up the job for processing. Instead, you must restart the first instance.
Universal Contact Server	Warm standby	
Universal Contact Server Proxy	Warm standby	
Web API Server	Load balancing	Supported through load balancing on Web API Server and SMS Server.

### Warning

For Interaction Server, Local Control Agent

- Must be running on the hosts of both primary and backup server.
- Must be connected to Solution Control Server.

For general information on warm standby, see the [Framework Architecture Help](#) and the [Framework Deployment Guide](#).