eServices Multitenancy and Load Balancing Guide

Capture Points

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Capture Points

Capture Points are integrated into Interaction Server in the 8.0.2 release. Therefore, the application host in the Capture Point configuration is not taken into account and the host of Interaction Server is used.

A Capture Point can be configured as a primary/backup pair. In this case, the host of the primary application must be the same as host of the primary Interaction Server and the host of the backup application must be the same as host of the backup Interaction Server.

The primary Interaction Server (by configuration) will search for the primary Capture Point application and use its configuration to start the capture point. The backup Interaction Server (by configuration) will search for the backup Capture Point application and use its configuration to start the Capture Point. If there is no backup Capture Point configured, the backup Interaction Server will use the primary Capture Point application.

Generally, there is no need to configure a backup Capture Point application in Configuration Manager or Genesys Administrator; a backup Interaction Server will start the "backup" Capture Point instances.

Important

The JMS Capture Point is the only integrated capture point supported in Interaction Server 8.0.2. The File Capture Point is new in Interaction Server 8.0.21, the Database Capture Point is added in release 8.1.0, and the Web Service Capture Point is added in release 8.1.2.