eServices Deployment Guide

Connections Table

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The following table lists connections that you set in the Configuration Layer for eServices components. eServices 8.1 supports Transport Layer Security (TLS) and client-side port functionality for some connections. In addition to the information in the table, keep in mind that:

- Connections to Message Server are required only if you are planning to use it for application log output.
- A Local Control Agent (LCA) runs on each host. All Genesys components on a host connect to the local LCA. Refer to the Framework Deployment Guide for details on configuring LCAs.
- For Reporting purposes, you must also add a connection from your Reporting Stat Server to Interaction Server (or to Interaction Server Proxy).

> **Important**
>
> It is possible to have multiple connections to some components. In the table, these components are marked with a *.

Application	Connects to
Chat Server	Interaction Server Message Server Universal Contact Server
Classification Server	Message Server Universal Contact Server
E-mail Server	Interaction Server Message Server Universal Contact Server
Interaction Server	Chat Server (via the ESP port)* Classification Server* E-mail Server* Interaction Server DAP* Message Server SMS Server Stat Server (for reporting)* Universal Contact Server* Application Cluster*
Knowledge Manager	Universal Contact Server
SMS Server	Message Server Chat Server* Interaction Server Solution Control Server

Application	Connects to
Training Server	Message Server Universal Contact Server
Universal Contact Server	Message Server Stat Server* UCS DAPs
Universal Contact Manager	Universal Contact Server
Web API Server	Not included in release 8.5.0