



This PDF is generated from authoritative online content, and is provided for convenience only. This PDF cannot be used for legal purposes. For authoritative understanding of what is and is not supported, always use the online content. To copy code samples, always use the online content.

eServices Deployment Guide

Connections Table

5/2/2025

Connections Table

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 Digital Messaging Server/Social Messaging Server Stat Server (for reporting)* (see Tip below) Universal Contact Server* Application Cluster*
Knowledge Manager	Universal Contact Server
Digital Messaging Server/Social Messaging Server	Message Server Chat Server* Interaction Server Solution Control Server

Connections Table

Application	Connects to
	Universal Contact Server (Optional, depending on configuration)
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

Tip

When Stat Server is configured in Hot Standby mode, Interaction Server must have connections to both Primary and Backup Stat Servers