eServices Deployment Guide

Setting up the UCS Database

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Purpose: To set up the database or databases that UCS will use.

Contents

Prerequisites

RDBMS, either Oracle or Microsoft SQL. See also the eServices 8.0 Deployment Guide. See the Deployment category page for overall prerequisites for deploying UCS.

Procedure

1. Create a database in your RDBMS.

2. Locate scripts in `\Universal Contact Server\<application-name>\sql_scripts\<RDBMS-type>`.

3. Run `ucs-<RDBMS-type>.sql` for a new installation or choose the proper upgrade script for your RDBMS type.
   For an existing UCS database, run all scripts that cover your existing version, the current version, and all versions in between. For example, to upgrade from 7.6.1 to 8.0.2, you must run

   1. `upgrade_<RDBMS-type>_7.6.1_to_8.0.0.sql`

   2. `upgrade_<RDBMS-type>_8.0.0_to_8.0.1.sql`

   3. `upgrade_<RDBMS-type>_8.0.1_to_8.0.2.sql`

   Genesys supplies upgrade scripts for all releases starting with 7.0.1.

Special Information for Oracle RAC

DAP Configuration

To connect UCS to an Oracle Real Application Cluster (RAC), configure a DAP for UCS as follows:

- Use the first node's host and port settings on the `Server info` tab.

- For the host, port, and ONS settings of each additional node, create options in the `settings` section, as follows. Note that the ONS settings are optional.

  - Name: ONSConfiguration
    Value: nodes=node1:node1port,node2:node2port, ... where port is the ONS port, usually 6251

  - Name: hostx, where x is a positive integer
    Value: host of RAC

  - Name: portx, where x is a positive integer matching one of the hostx options
    Value: DB port of RAC, usually 1521

- Create a service option to specify the network service name of the Oracle database.

Here is an example configuration for three nodes, named rac1, rac2, and rac3. The DB port is 1521 and the ONS port is 6251 for all nodes.

```
[ServerInfo]
host: rac1
ports: default, 1521
[Options > settings]
ONSConfiguration: nodes=rac1:6251,rac2:6251,rac3:6251
host1: rac2
port1: 1521
host2: rac3
port2: 1521
```

UCP Library

Support of Oracle RAC also requires that you deploy the Universal Connection Pool library.

When connected to an Oracle RAC configuration, the UCS database layer uses the **ucp.jar** file for connection handling. If UCS is started against an Oracle RAC without the jar file, UCS will fail to start.

Important

Starting from version 8.5.300.36, UCS now provides the **ucp.jar** file as part of the installation package.

The below section applies only for UCS versions prior to 8.5.300.36

To deploy the UCP library:

1. Download the `ucp.jar`file, version 12.2.0.1.0 (higher versions are not supported) from the Oracle web site.

2. Copy the jar file to the UCS home folder in `./lib/db/oracle`.