

GENESYS

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.

Framework Database Connectivity Guide

Framework Database Connectivity Reference Guide

Contents

- 1 Framework Database Connectivity Reference Guide
 - 1.1 Overview
 - 1.2 Environment Variable Settings
 - 1.3 Database Access Points
 - 1.4 FAQs and Troubleshooting

Framework Database Connectivity Reference Guide

This guide describes the concepts and procedures relevant to how Genesys software connects to databases.

Overview

Databases in Genesys

Database connectivity prior to release 8.5

Database Access Points

Databases in multi-language environments

Failure of database access functionality

Database Access Points

Configuring a DAP
Using DAPs

Environment Variable Settings

General recommendations

Oracle databases

PostgreSQL databases

IBM DB2 databases

Microsoft SQL Server databases

FAQs and Troubleshooting

Frequently Asked Questions
Troubleshooting