

## **GENESYS**

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## Framework Management Layer User's Guide

How to Avoid an Unnecessary Switchover

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You can minimize the chance that a network problem causes a switchover between a functioning primary server and its backup. When disconnected from an LCA running on any host, SCS initiates a switchover for all applications running on the same host with the LCA. However, the disconnect can result from either long-term issues (such as the host being down or LCA terminating) or temporary issues (such as slowness of the network or a temporary network problem).

You can configure SCS to verify the connection status in a few seconds to confirm whether the connection issue is resolved. To do so, create the **disconnect-switchover-timeout** option in the general section on the **Options** tab of the SCS properties. Set the option value to any positive integer, which means the number of seconds, and depends on your typical network conditions. When SCS initiates a switchover process, it waits the interval you specified and checks the LCA connection:

- If the problem has been temporary, the connection is restored and the applications on the LCA host are in Running status. In this case, SCS does not perform a switchover.
- If the problem is serious, the LCA remains disconnected and the status of the applications on the LCA host is unknown. In this case, SCS proceeds with the switchover.

## **Important**

The **disconnect-switchover-timeout** option setting has no effect on a manual switchover, a switchover resulting from an alarm reaction, or a switchover resulting from service unavailability at the primary server.

Refer to the Framework Configuration Options Reference Manual for detailed option descriptions.