GENESYS™

Framework Deployment Guide

Deployment Overview

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Contents

The various Framework components are distributed on the following product CDs

- Management Framework
- Genesys Administrator
- Media
- HA Proxy
- Real-Time Metrics Engine

The Framework deployment process involves the configuration and installation of one or more components of the same type within each architecture layer, as outlined here.

Sequence

Deploy Framework components in the following order:

1. Bootstrap components:
   a. Configuration Database
   b. Configuration Server (master/primary instance)
   c. Genesys Administrator/Extension
   d. Local Control Agent (LCA) on the hosts on which Configuration Server is installed
   e. Solution Control Server (SCS) (master/primary instance)

6. Configuration components:
   a. (Optional) High Availability (HA) Configuration Server pair (primary/backup instances)
   b. (Optional) Configuration Server Proxies

3. Management components
   a. LCAs on all of the other hosts on which will be running Genesys server applications and/or monitored third-party server applications
   b. Message Server
   c. Centralized Log Database
   d. (Optional) HA SCS pair (primary/backup instances)
   e. (Optional) Distributed SCS
   f. (Optional) SNMP Master Agent (Simple Network Management Protocol)

7. Media Layer components
   a. T-Server
   b. HA Proxy for a specific type of T-Server (if required)

> **Important**
>
> Configuration and installation instructions for T-Servers apply to Network T-Servers as well. You can find detailed deployment information about T-Server and HA Proxy in the latest version of the T-Server Deployment Guide for your specific T-Server.

3. Services Layer component: Stat Server

> **Important**
>
> Although Interaction Server, SMCP (Simple Media Control Protocol) T-Server, and Stat Server components are all parts of the Framework architecture, configuring them directly depends on their usage in a Genesys solution. Therefore, you must install them during deployment of a specific solution.

Creation of Configuration Objects

In addition to installed Framework components, the following resources must be registered as Configuration Database objects (or configuration objects) at the time of Framework deployment:

- Hosts
- Switching Offices
- Switches
- Agent Logins
- DNs
- Access Groups
- Skills
- Persons
- Agent Groups
- Places
- Place Groups

To deploy components of the Configuration Layer, you must first configure the objects and then install them, as described later in these pages.

> ### Warning
> Never add, delete, or modify any data in the Configuration Database, except through applications developed by Genesys, or through applications instrumented with the Genesys Configuration Server application programming interface (API). If you have compelling reasons for accessing the database directly, consult Genesys Customer Care before you do so.

Windows Authentication for MS SQL Databases

Prior to release 8.5.1, Management Framework components depended on SQL Server Authentication to authenticate an MS SQL database user. The username and password of a Windows user was passed over the network, and the user identity was confirmed by Windows.

Starting in release 8.5.1, Configuration Server and Message Server can use Windows Authentication to authenticate Windows users and give them access to an MS SQL database, namely the Configuration Database and the Log Database, respectively. Windows Authentication is much more secure than SQL Server Authentication. Windows Authentication uses the Kerberos security protocol, enforces password policies to ensure strong passwords, and supports account lockout and password expiration. A connection made using Windows Authentication is sometimes called a *trusted* connection, because SQL Server trusts the credentials provided by Windows.

Refer to [[Documentation:FR:DBConn:MSSQL|Windows Authentication}} for more information about how to configure applications to use Windows Authentication to access MS SQL databases.

> ### Important
> Currently, only Configuration Server 8.5.1 and Message Server 8.5.1 can use Windows Authentication to access an MS SQL database, namely the Configuration Database and the Log Database, respectively.

Using DB Server

Starting in release 8.5, databases are accessed directly by the servers that need to store and/or retrieve data in them, removing the need to install DB Server. However, you can still use DB Server as in previous releases, if you have legacy components that require DB Server or you are unable to configure Genesys components to access databases from their local hosts.

> ### Tip
> Genesys strongly recommends that you use newer components that support direct

database access. If you use DB Server, make sure that you install the alternate set of database client processes (available in the DB Server 8.1.3 Installation Package) for use with Framework 8.5. Refer to the DB Server 8.1.x Release Note for more information.

For Configuration Server to access the Configuration Database through DB Server, set the **dbthread** configuration option to `false` in the **[confserv]** section of the primary Configuration Server, and in the appropriately-named section of the backup server, if configured. For Message Server to access the Log Database through DB Server, set the **dbthread** configuration option to `false` in the **[messages]** section of the primary Message Server and the backup Message Server, if configured. Refer to the *Framework Configuration Options Reference Manual* for more information about these options. For other products supporting this approach database access, refer to the product-specific documentation for the option name and instructions.

Then refer to the Framework 8.1 documentation for information about deploying and using DB Server to access the various databases in your environment.

Refer to the *Framework Database Connectivity Reference Guide* for detailed information about setting up and accessing a database.