Framework Database Connectivity Guide

IBM DB2 Databases

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You must make DB2 client software accessible in the environment where the Genesys application is running. Genesys uses IBM DB2 9.7 client software to access all supported versions of DB2.

Using IBM DB2 Client Software

Vendor client software must be in the folder specified in the environment variable **PATH** (for Windows), **LIBPATH** (for AIX), or **LD_LIBRARY_PATH** (for Linux and Solaris).

You must set the **DB2INSTANCE** and **INSTHOME** environment variables for the DB client for DB2. For more information, refer to DB2 documentation.

Using DB2 Databases with National Languages

Single Language Deployment

You must create all DB2 databases using the same character set, such as IS0-8859-1, as provided in the following table. You must select an encoding that matches Microsoft Windows Operating System default encoding for the selected language so applications, like Interaction Routing Designer, display data correctly.

Category	Encoding	Codepage
ASCII	iso-8859-1	819
	ibm-1252	1252
	iso-8859-2	912
	iso-8859-5	915
	iso-8859-6	1089
	iso-8859-7	813
	iso-8859-8	916
	iso-8859-9	920
MBCS	gb2312	1386
	ibm-932, shift_jis78	932
	Shift_JIS	943
	IBM-eucCN	1383
	ibm-1388	1388
	IBM-eucJP, EUC-JP	954, 33722
	ibm-930	930
	ibm-939	939
	ibm-1390	1390
	ibm-1399	1399

Category	Encoding	Codepage
	ibm-5026	5026
	ibm-5035	5035
	euc-tw, IBM-eucTW	964
	ibm-937	937
	euc-kr, IBM-eucKR	970
	big5	950

For more information about encoding and DB2 codepages, see IBM documentation here.

Multiple Languages Deployment

For a DB2 database to store multiple languages, it must be created using the UTF-8 codeset. In addition, the DB2 server must be configured with a bufferpool of at least 8KB page size, and a tablespace that uses that bufferpool. Use the following commands:

```
db2 create bufferpool bp8k pagesize 8K
db2 create tablespace data pagesize 8K bufferpool bp8K
```

On every host running a Genesys application that accesses a DB2 multi-language database, set the environment variable **DB2CODEPAGE=**1208.