Framework Database Connectivity Guide

General Recommendations

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General Recommendations

Contents

The recommendations in this section apply regardless of the type of DBMS that you are using.

DBMS Versions

32-bit or 64-bit

Make sure that you are installing DBMS vendor client software that matches the 32-bit or 64-bit Genesys software that you want to enable for database access.

For example, if your Genesys application is 64-bit, then make sure that it can access 64-bit DBMS client software, as provided by your database vendor.

Client Software Version

Make sure you are using the correct version of DBMS client software, as given in the following sections, for each type of database. All Genesys applications of a particular release use the same version of DBMS client software. Even if you are accessing a database of different versions, you might still need to have another version of DBMS client software on the host where the Genesys application is installed.

Genesys supports multiple versions of a DBMS using the same version of DBMS client software. For example, you need Oracle 11g client software to access both Oracle 11 and Oracle 12 databases.

For some versions of some databases, Genesys provides an alternate version of client software in the Installation Package (IP) of the component. Instructions for using the alternate version are given in the following sections, where supported.

Restriction for Large Data

In MSSQL, Oracle, DB2 databases, data retrieval from columns of character and binary data types (for example, CLOB and BLOB data types) that can handle data that is greater than 10 MB in size, is limited to a maximum of 10 MB; larger sizes are not supported. Genesys strongly recommends that applications insert data smaller than 10 MB into columns of these data types.

DBMS Encoding

Make sure encoding on DBMS is set correctly to match the encoding being used in the Genesys environment. If you are using single-language (in addition to English-US), you must create your database with the respective encoding, as described in the following DBMS-specific pages of this section. If you are using a multi-language environment, UTF-8 encoding should be used on the DBMS, also as described in the DBMS-specific sections.

> **Important**
> You will not be able to use some Genesys applications in multi-language mode.

Database Failures

Starting in release 8.0, a database client process can detect a connection failure with the corresponding database and attempt to reconnect. To detect the failure, database clients monitor the responses they receive from the DBMS. If a response is not received within the interval specified by the configuration option **db-request-timeout**, the client process stops executing. This is understood to be a failure of the DBMS.

The option **db-request-timeout** is configured in the **Query Timeout** field of Database Access Point (DAP) Application objects and stored in the DAP's annex. The timeout set in the DAP overrides the timeout set in the database client application, but applies only to client processes that connect to the database through this DAP.

See Creating a DAP for more information about how to configure this timeout for Log Database access.