Framework Database Connectivity Guide

Overview

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In Genesys software, data is stored in databases. Server applications, such as Configuration Server, manage this data by connecting to the database.

DB Server 8.5 does not support AIX and Solaris operating systems. You can continue to use DB Server 8.1 for AIX and Solaris environments.

Databases in Genesys

In any Genesys environment, there is only one database (or a database cluster, if configured on the DBMS level) that is intended for use by Configuration Server – this is the Configuration Database.

In addition to the Configuration Database, there can be a number of other databases that Genesys servers and GUI applications may need to access. Applications access these databases directly, using information from Database Access Points (DAPs) to locate the database and obtain access credentials. In Management Framework, for example, Message Server accesses the Log Database through a DAP.

Connectivity Prior to Release 8.5

Prior to release 8.5, a DB Server Application object was used to access one or more databases. Release 8.5 effectively streamlines database access by removing DB Server from the access path.

However, if you still want to use DB Server in your configuration, or if you have legacy applications that cannot access the database directly, do the following:

1. For new applications only: Use the configuration option that controls how a database is accessed by the application, either using DB Server or direct database access capability, and set it to the appropriate value. In Configuration Server, for example, this option is called **dbthread**. Refer to application-specific documentation for the name and description of the option, if there is one, used by the particular application.
2. Follow the instructions and information in Framework 8.1 documentation to deploy and use DB Server.

> ### Important
> If you choose to use DB Server, be aware that you will be unable to access any of the new database-related features and functionality introduced in release 8.5. In addition, you will be able to use DB Server with only those Database Management Systems supported in 8.5; you will not be able to use it with any DBMS that is no longer supported.

Database Access Points

To provide an interface between applications in the Genesys installation and databases, the Configuration Layer uses the concept of a Database Access Point (DAP). If, according to your configuration, a database can be accessed by multiple servers simultaneously, register one DAP for each potential connection.

See Database Access Points for detailed information about installing DAPs.

Databases in Multi-language Environments

To be used in a multi-language environment, a database must be able to support data that can be encoding in different, or a common, format. Normally, this is done by encoding data using UTF-8.

The DBMS-specific sections of Environment Settings contain information about using the DBMS in multi-language environments; refer to these sections for more information and instructions.

Failure of Database Access Functionality in Genesys Servers

The Management Layer can detect internal failure of the database access module within Genesys applications if you configure the unresponsive process detection feature, and specify that it should detect application thread failures. See the *Framework Management Layer User's Guide* and the related option descriptions in the *Framework Configuration Options Reference Manual* for more information about setting up this feature for the particular application for which you want to monitor the thread.

> ### Warning
> Use this functionality with great care. Failure to use it properly could result in unexpected behavior, from ignoring the options to an unexpected restart of the application.