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Genesys Info Mart Business Continuity Deployment Guide

Setting Up Active-Active Genesys Info Mart Instances

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The following are high-level instructions on how to deploy two active Genesys Info Mart instances for the purpose of the **Business Continuity architecture**.

Deployment Prerequisites

The following instructions assume that the Genesys Info Mart at one of the sites is operational. The existing Genesys Info Mart Server can continue to run.

Deployment Instructions

Task Summary

Deploy the second Genesys Info Mart Server application at the second site.

The configuration of the second Genesys Info Mart Server application must be identical to the application configuration at the active site, including connections to applications at both sites. The exceptions are a host name which must be unique in a configuration environment and database access point (DAP) for the connection to the Info Mart database. With these considerations in mind, follow the deployment instructions in the *Genesys Info Mart 8.1 Deployment Guide*.

Install a management user interface of your choice at the second site.

Install either the Genesys Info Mart Administration Console or, starting with release 8.1.4, Genesys Info Mart Manager to control the ETL jobs at the second site. Follow the deployment instructions in the *Genesys Info Mart 8.1 Deployment Guide*.

Set up the Genesys Info Mart database at the second site.

Refer to the *Genesys Info Mart 8.1 Deployment Guide* for general instructions. Keep in mind that the second active Info Mart database must have a schema identical to the first active database.

Start the second Genesys Info Mart Server.

For instructions, refer to the *Genesys Info Mart 8.1 Deployment Guide*.

After completion of the above tasks, two Genesys Info Mart instances will be ready to operate in parallel at their respective sites and collect reporting data for the entire contact center. You must keep the configuration of the two Genesys Info Mart Server applications in sync during operations.