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Genesys Info Mart Deployment Guide

Recommendations on Hosting

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Recommendations on Hosting

The distribution of the server applications and databases among the hosts in your network can affect data availability and data quality in your Genesys Info Mart deployment. This page discusses considerations for your hardware architecture.

Genesys Info Mart has a strong dependency on the availability of the contact center configuration information that is stored in the Configuration details IDB. (For a description of *Configuration details*, see [Data Domains](#).) To maximize the availability of the data, Genesys strongly recommends that you:

- Use a separate ICON application instance to store the contact center configuration history.
- Install this ICON application on the same host as the Genesys Configuration Server that provides the source event stream.
- Create the IDB in the same database server instance as the Configuration Server database.
- Use the ICON feature to resynchronize configuration data as soon as data inconsistency is suspected between the Configuration Database and IDB.

Genesys also recommends that you consider HA architecture for configuration data.

To achieve a high level of data availability, Genesys recommends that you co-locate certain components on the same host computers. For information about identifying and mitigating data availability issues in your deployment, see the section about "Data-Source Availability" in the [Genesys Info Mart 8.1 Deployment Guide](#).

The following table summarizes the hosting recommendations for a sample single-site deployment that provides HA reporting of Configuration details and Voice or Multimedia details, as well as non-HA reporting of Outbound Contact details. Extrapolate from these hosting recommendations to scale the topology for a multi-site deployment or for additional data sources and data domains.

Hosting Recommendations — Configuration and Voice/Multimedia Details (HA) and Outbound Contact Details (Non-HA)

| Host | Applications and Databases | Comment |
|------|---|---|
| A | <ul style="list-style-type: none">• Primary Configuration Server• ICON-1A | |
| B | <ul style="list-style-type: none">• Backup Configuration Server• ICON-1B | Host B provides backup support, in case Host A fails. |
| C | <ul style="list-style-type: none">• Configuration Database• DB Server that provides access to Configuration Database | <p>Genesys recommends that you co-locate the Configuration details IDB and its data source.</p> <p>A failure of Host C results in Configuration Server being unable to write to Configuration Database.</p> |

| Host | Applications and Databases | Comment |
|------|---|---|
| | <ul style="list-style-type: none"> IDB-1A (the IDB that is populated by ICON-1A) | <p>Genesys recommends that the DB Server that provides access to IDB be located on the same host as IDB.</p> <p>Note: You can deploy an HA pair of DB Servers to access Configuration Database. If you do, Genesys recommends that you install the primary DB Server on Host C. You can install the backup DB Server either in a separate directory on Host C or on a different computer, such as Host B.</p> |
| D | <ul style="list-style-type: none"> DB Server that provides access to IDB-1B IDB-1B (the IDB that is populated by ICON-1B) | Host D provides backup support in case the IDB on Host C is no longer being populated. |
| E | <ul style="list-style-type: none"> Primary T-Server or Interaction Server ICON-2A | <p>As a general recommendation, select a network location for an ICON server to be the same host or to be close to the T-Server or Interaction Server host.</p> <p>If ICON is located away from its data source, the connection between the two servers is more likely to break. A loss of connection results in missing notifications about interaction or agent activity; this data cannot be restored.</p> |
| F | <ul style="list-style-type: none"> Backup T-Server or Interaction Server ICON-2B | Host F provides backup support, in case Host E fails. |
| G | <ul style="list-style-type: none"> DB Server that provides access to IDB-2A IDB-2A (the IDB that is populated by ICON-2A) | <p>Genesys recommends that the DB Server that provides access to IDB be located on the same host as IDB.</p> <p>If ICON is located away from IDB, your configuration must account for data latency.</p> <p>A loss of connection between ICON and its IDB does not necessarily result in a loss of data, because ICON continues to write data to the persistent storage until the database connection is restored.</p> |
| H | <ul style="list-style-type: none"> DB Server that provides access to IDB-2B IDB-2B (the IDB that is populated by ICON-2B) | Host H provides backup support, in case the IDB on Host G is no longer being populated. |

| Host | Applications and Databases | Comment |
|------|--|--|
| I | <ul style="list-style-type: none"> • OCS • ICON-3 | <p>As a general recommendation, select a network location for an ICON server to be the same host or to be close to the OCS host.</p> <p>If ICON is located away from its data source, the connection between the two servers is more likely to break. A loss of connection results in missing notifications about Outbound Contact activity; this data cannot be restored.</p> |
| J | <ul style="list-style-type: none"> • DB Server that provides access to IDB-3 • IDB-3 (the IDB populated by ICON-3) | <p>Genesys recommends that the DB Server that provides access to IDB be located on the same host as IDB.</p> <p>If ICON is located away from IDB, your configuration must account for data latency.</p> <p>A loss of connection between ICON and its IDB does not necessarily result in a loss of data, because ICON continues to write data to the persistent storage until the database connection is restored.</p> |
| K | <ul style="list-style-type: none"> • Genesys Info Mart Server application | <p>Host K presents a single point of failure.</p> <p>Failure of the Genesys Info Mart Server does not necessarily result in data loss, because the data might still be in the IDB(s); however, failure of the Genesys Info Mart Server might delay data availability.</p> |
| L | <ul style="list-style-type: none"> • Info Mart database | <p>Host L presents a single point of failure.</p> <p>Failure of the Info Mart database might result in data delays, but it does not usually result in data loss, provided that you have implemented adequate database management strategies to protect data. Genesys recommends that you perform frequent database backups or use failover strategies, such as clustering or mirroring to minimize delays and data loss. For example, if the Info Mart database fails, but the information in IDBs remains intact, Genesys Info Mart will process the IDB data later, when the Info Mart database is restored from backup. See also Standby and Disaster Recovery.</p> |