Genesys Info Mart Deployment Guide

Enabling High Availability

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Enabling High Availability

The following steps summarize the task flow to enable Genesys Info Mart to provide high availability (HA) of reporting data in a new or existing deployment.

1. **Provide redundancy for monitoring the data sources and storing source data.**

   Create and configure identical redundant ICON Applications for the type of details you require. For more information, see Configuring ICON.

   Except for identical configuration, there are no special requirements for HA ICON applications. However, especially ensure the following:

   - On the **Connections** tab of every ICON Application object, an ADDP connection has been configured to every data source that the ICON instance might be required to monitor. The connection list can include HA pairs of Configuration Servers, T-Servers, Interaction Servers, or Outbound Contact Servers.

     > **Important**
     > Remember that you configure an overt connection only to the primary data source.

     For example, say the deployment consists of:

     - An HA pair of Configuration Servers (primary Configuration Server 1 and backup Configuration Server 1a)
     - Two HA pairs of T-Servers (primary T-Server 1, backup T-Server 1a, primary T-Server 2, and backup T-Server 2a)
     - A single set of redundant ICONs for Configuration and Voice details (ICON-1 and ICON-2, storing data in IDB-1 and IDB2, respectively)

     Then both ICON-1 and ICON-2 must have connections to Configuration Server 1, T-Server 1, and T-Server 2.

   - On the **General** tab of every data-source application whose availability and activity Genesys Info Mart must monitor, the **State Enabled** check box is selected.

   - On the **General** tab of every ICON in the Genesys Info Mart Application connections that Genesys Info Mart must monitor, the **State Enabled** check box is selected.

   - The value of the **dss-no-data-tout** option (see Important [callconcentrator] ICON Configuration Options) is suitable for your HA deployment; the default value is 5 minutes.

     > **Tip**
     > If you need to restart existing ICON application(s) for configuration information to take effect, Genesys recommends that you do not restart ICON at this time; see step 5.

2. **Provide redundancy for the Genesys Info Mart database sources (the IDBs).**

Create and initialize identical redundant IDBs, together with their associated DAPs, to store the type of ICON details that you require.

For more information about how to prepare an IDB, see Preparing IDBs to work with Genesys Info Mart.

For more information about how to configure a DAP for Interaction Concentrator, see the *Interaction Concentrator Deployment Guide* for your release.

3. **Provide redundancy for Genesys Info Mart to access the redundant IDBs.**

    Configure identical redundant DAPs to enable the Genesys Info Mart Server to access the redundant IDBs. Create a separate DAP to enable access to each redundant IDB.

    Ensure that all these extraction DAPs are enabled (the **State Enabled** check box on the **General** tab of the DAP application object is selected).

    For more information about how to configure the required DAPs, see Preparing Extraction DAPs.

4. **Configure the Genesys Info Mart Server application.**

    Configure the Genesys Info Mart Application object in the usual way. For more information, see Configuring the Genesys Info Mart Application.

    There are no special requirements for the Genesys Info Mart Server application in an HA environment. However, especially ensure the following:

    - On the **Connections** tab of the Genesys Info Mart Application object, a connection has been configured to every redundant ICON Application in the deployment.

    - On the **Connections** tab of the Genesys Info Mart Application object, a connection has been configured to every DAP that provides access to a redundant IDB in the deployment.

    - The values of the following options are suitable for your HA deployment:

        - extract-data-stuck-threshold

        - max-time-deviation

5. **Start or, if necessary, restart the ICON applications.**
    For more information about how to start ICON, see the *Interaction Concentrator Deployment Guide* for your release. Also see the ICON documentation for information about when you might need to restart an existing ICON.

6. **In a new deployment, start the Genesys Info Mart Server.**
    For more information about how to start Genesys Info Mart, including information about modifying startup parameters, see Starting and Stopping Genesys Info Mart Server.

    > Tip
    >
    > The Genesys Info Mart Server supports dynamic changes. If you are adding HA to an existing deployment, it is not necessary to interrupt the Genesys Info Mart job schedule or to stop Genesys Info Mart for new connection information or other configuration option changes to take effect.

7. **Verify the deployment.**

Review logs to confirm the results of the configuration check, to verify connections to all redundant Interaction Concentrator instances and data sources, and to verify correct configuration.