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Interaction Concentrator Deployment Guide

Configuration and Installation

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Configuration and Installation

This page provides instructions for configuring and installing Interaction Concentrator, the Interaction Database (IDB), DB Server, and a Database Access Point (DAP). (DB Server and the DAP are Framework components required to use IDB.)

The following pages contain additional information important for a successful deployment:

- [Special Configuration Requirements](#)
- [Configuration Options](#)

Important

The information on this page is primarily directed towards first-time deployments of Interaction Concentrator. If you are migrating from an earlier release of Interaction Concentrator, ensure that you review [Appendix: Migration Procedures](#) before you perform any installation procedures.

This section provides instructions on the following topics:

- [Deployment Order](#)
- [DB Server Deployment](#)
- [ICON Deployment](#)
- [IDB Deployment](#)
- [DAP Deployment](#)

Deployment Order

Before you deploy Interaction Concentrator, review [Planning Your Deployment](#), and ensure that you have accounted for all prerequisites for the installation.

Then deploy Interaction Concentrator in the following order:

1. Host configuration objects

Use Configuration Manager to configure a Host configuration object for the computers on which the DB Server and Interaction Concentrator (ICON) server applications will reside.

For information about Genesys configuration objects, see the [Framework Configuration Manager Help](#).

2. Telephony objects

Use Configuration Manager to make any modifications to the telephony objects on which ICON will report, including the Switch object for the PBX and any DN (Directory Number) objects that are configured for this Switch object.

For configuration settings that are specific to ICON, see the *Interaction Concentrator Options Reference* sections on [Switch Configuration Options](#) and [DN Configuration Options](#).

3. DB Server

Tip

If you decide to use a DB Server that serves another application for Interaction Concentrator storage purposes, you can skip this step.

To configure and install a DB Server that will handle ICON requests for IDB data storage, use standard deployment instructions from the [Management Framework Deployment Guide](#).

See [DB Server Deployment](#) for notes specific to installation with Interaction Concentrator.

4. Interaction Concentrator

Configure and install [Interaction Concentrator](#).

In an environment with multiple ICON instances, repeat the configuration and installation steps for each ICON instance, making the necessary adjustments when you configure ICON connections and configuration options.

5. Interaction Database

- [Install and initialize](#) a database for ICON data on one of the supported RDBMSs.

In an environment with multiple IDB instances, repeat the steps to create IDB for each IDB instance.

6. Database Access Point

1. [Deploy a DAP Application object](#) that specifies IDB connection parameters.
2. In an environment with multiple ICON instances, each of which stores data to its own IDB instance, repeat the steps to create a separate DAP for each IDB instance. If you decide to write different types of data from a single ICON instance to different databases, also configure a separate DAP for each database.
3. Ensure that the role configuration option settings that you specify for the DAP are consistent with the **role** settings specified for the ICON instance that it serves.