Interaction Concentrator Deployment Guide

Configuring for LRM Data

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If you are running Genesys License Reporting Manager (LRM), ICON enables you to store your LRM-specific data. This section explains the ICON-specific aspects of configuring ICON to work with LRM. For detailed information about LRM, see the Genesys License Reporting Manager documentation.

Configuring ICON to work with LRM requires that you set the appropriate value for the ICON role configuration option.

- The recommended approach is to use dedicated ICON instances set to the `lrm` role. If the ICON instance must be shared with reporting applications, then ICON should be set to the `gls` and `gos` roles, which can also support LRM. The `lrm` role should *not* be combined with the `cfg` role.

- If the **role** value is set to `all`, ICON stores LRM data. However, if you require *only* LRM data, setting the value to `all` results in the accumulation of large quantities of unusable data. Genesys recommends that you explicitly set the value to `lrm` to collect License Reporting data.

Configuring ICON to store LRM data

To configure ICON, perform the following steps:

1. Designate the instance of ICON that will be used for LRM.

2. Set the value of the **role** option to `lrm`.

3. Start (or if applicable, restart) ICON to have the **role** option setting take effect.

Configuration Notes

- Role assignments must be configured using only lower case (for example, `lrm`). ICON interprets uppercase (LRM) or mixed case (Lrm) settings as invalid and defaults to the `all` role.

- When **role**=`lrm`, ICON:

  - Does not write data for `gcc` or `gud` providers.

  - Disregards data filtering options.

  - Enforces having the use-dss-monitor option set to `true`.

- You can switch ICON to or from the `lrm` role at any time by changing the setting for the **role** option. Restart ICON to have the change take effect.

Important

It is not advisable to change roles without careful planning. ICON stores the data associated with a role only when it is configured with that role. For example, if you set an instance of ICON to collect LRM data, then change the role so it is no longer set to `lrm`, and then later change it back again, you will probably have a window of time during which there is no LRM data stored because the previous role may not have

required ICON to collect the data necessary for LRM reporting.

- If you are using Genesys Info Mart, do not try to connect it to the ICON and the associated IDB that stores the LRM data. The LRM–specific ICON–IDB set stores data in a specific subset of tables. As a result, Genesys Info Mart will fail to start when it finds the tables from which it extracts data to be empty.

- HA is supported just as for any other ICON role.