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Interaction Server Administration Guide

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5/4/2025

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This section provides information for administrators regarding Interaction Server

In addition to the information on this page, there is also information on:

- **Limitations** to observe concerning Interaction Server.
- **Improving the performance** of the Interaction Server database.
- **Converting** attached data to and from BLOB format.
- Deploying and using **Event Logger**, which stores reporting event messages in a database.

Be aware of the following:

- Use CC Pulse to monitor interaction queues (in interaction workflows) for signs of problems with routing strategies. If the number of interactions in a queue increases abnormally, it may be a sign that the strategy that processes interactions from that queue is not loaded in Universal Routing Server.
- Depending on the amount of configuration objects and the volume of the interactions stored in the Interaction Server database, it might take considerable time for Interaction Server to start up and shut down.
- Interaction Server has **two possible Application types** in the Configuration Layer. Interaction Server is the normal type; the T-Server type is also available for backward compatibility. Be aware that an Interaction Server 7.6 or later of type T-Server, upon startup, will make two attempts to connect to Configuration Server. The first attempt will generate trace-level alarms (about a missing application of type: Interaction Server) that you should ignore. The second attempt will succeed.
- If you want to use the Dynamic Workflow Management functionality, be sure to run Interaction Server with a user that has write access to the Configuration Server database for all of the tenants associated with this Interaction Server (that is, the user specified on the Security tab of the Interaction Server Application object).
In this situation Interaction Server does not support Configuration Server Proxy, which has only read access to the Configuration Server database.