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Interaction Server Administration Guide

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This document 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.
- 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.

Interaction Server Clusters

Starting with release 8.5.106.x of Interaction Server and 8.5.107.x of Interaction Server Proxy, you can **configure multiple Interaction Servers into a cluster** that works with a single instance of Interaction Server Proxy.

KPI Counters

Starting with the 8.5.102.02 release, Interaction Server includes KPI (Key Performance Indicator) counters that monitor:

- The number of requests of different types received from clients.
- The number of Interaction Server protocol errors, counted per error type, sent to clients.
- The number of ESP (External Service Protocol) errors, counted per original request type, sent to clients.

Interaction Server clients can access these counters using EventPing.

By default, Interaction Server does not calculate these counters. To enable the counters, set the following options in the **[settings]** section to true:

- For requests received, `collect-request-counters`
- For Interaction Server protocol errors, `collect-error-counters`
- For ESP errors, `collect-esp-error-counters`