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# Interaction Server Deployment Guide

Deploying Interaction Server

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# Deploying Interaction Server

This section describes how to install Interaction Server.

## Create Host

If you plan on installing eServices on the same computer as Genesys Framework, you should already have a Host object created and available for your eServices deployment. However, if you have not already done so, or if you want to install eServices on a different computer than Framework, create the Host object in the Configuration Layer for the machine that will host your model environment.

## Create the Databases

Create a database in your SQL Server RDBMS. This database will handle Interaction Server's one table for tracking transient data. You will use the name of this database during your creation of Interaction Server Database Access Point (DAP). After configuration and installation, you will run scripts against this database to make it available to Genesys servers.

### Important

Genesys recommends to specify the same encoding for the database as Interaction Server uses. Refer to [UTF-8 Support](#) for detailed information on setting up encoding for Interaction Server.

## Install and Start Interaction Workflow Samples

**Install and run** this component first to create various configuration objects that you will need when installing the rest of eServices.

## Post Deployment Steps

This section discusses about finishing the Interaction Server Deployment.

### Creating Database and Running Script

The Interaction Server database must be prepared in a proper way before Interaction Server's first

start.

### Important

Interaction Server startup mechanism includes database' schema validation. In case of failed verification, Interaction Server will be unable to provide a service.

If you have not already done so, create the database for Interaction Server.

To prepare the Interaction Server database, follow these steps:

1. Navigate to the Interaction Server installation folder and locate the Scripts folder inside it. Navigate to the folder that corresponds to your database' engine type.
2. To create/update Interaction Server tables, choose appropriate script from the folder that corresponds to your database engine type. To define the script, refer to this naming convention:
  1. Script name starts with **isdb**: intended for Interaction Server tables creation
  2. Script name starts with **eldb**: intended for Database Event Logger tables creation
  3. Script name ends with **nvc**: script uses NVARCHAR column type

### Important

If you're planning to run Genesys Interaction Server in UTF-8 support mode, scripts with NVARCHAR data type must be used for Oracle and MSSQL database' engine types.

4. Script name ends with **drop**: intended to remove tables
3. Using appropriate database client, execute chosen script against the database. Genesys recommends using specific client for every database' engine type, for example, PGAdmin for Postgre and SQL Developer for Oracle.

## Verifying Connections

At this point in the eServices installation process, you must update the configuration settings for some components before continuing. See the [Connections Table](#) for a list of connections that must be set in the Configuration Layer. Refer to the [eServices Options Reference](#) for information on option settings.

1. In Configuration Manager or Genesys Administrator, verify that the required connections have been made in the eServices Application objects.
2. Add a connection from Stat Server to Interaction Server, or to Interaction Server Proxy (see the next section "Interaction Server Proxy as Reporting Bus").
3. Add a connection from Universal Routing Server to Interaction Server.

## Interaction Server Proxy as Reporting Bus

You can connect Stat Server to Interaction Server Proxy rather than directly to Interaction Server. This can be advantageous if you are running multiple Stat Servers. To do this:

- [Deploy Interaction Server Proxy](#).
- Wherever this Guide speaks of connecting Stat Server to Interaction Server, instead make the connection to Interaction Server Proxy.